



you are water,  
we are water.



CORPORATE SOCIAL RESPONSIBILITY REPORT 2010





# aqualia

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## Letter from the General Manager



For another year running, it is my pleasure to present the **aqualia** Corporate Social Responsibility Report. This document allows us to respond to the interest in our economic, social and environmental performance and to share our concerns and hopes for the significant challenges that draw near for the water sector.

In this respect, I wish to recall the collective challenge faced by humanity when it comes to water and to emphasise not only the immense importance of this resource to social welfare, but also the urgency of managing it in an ever more efficient manner.

This is the message of the United Nations, which dedicated World Water Day 2010 to water quality to demonstrate that, in the management of water resources, ensuring quality is just as important as ensuring quantity. The health of millions of people depends upon it.

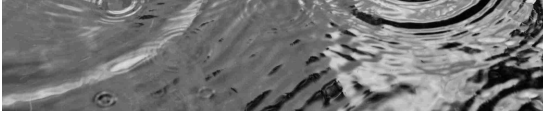
Water management companies are crucial players in this context. With more than 27 million people, **aqualia** feels it has a role to play in meeting this challenge.

Companies in the water sector can and must provide the solutions to the growing demand for water, combining respect for the environment and information campaigns to the general public. Without any doubt, we are the most effective partners for public administrations in their targets to optimise the management of the entire water cycle.

**aqualia** provides technical assistance in water resources planning, the appraisal of technical alternatives, the drafting of infrastructure projects that optimise the resource while minimising environmental impacts, and ensuring the correct use of water at the lowest cost. **aqualia** also builds infrastructure and produces capital equipment related to the whole water cycle that incorporates the latest technology and ensures the quality of water supplies.

The importance and strategic value of these services is apparent in the strong results recorded by **aqualia** in the public sector in 2010 despite difficult economic conditions.





The company participated in 516 tenders for contracts in the water sector, securing 210 contracts worth 1,134.6 million euros; at the end of the year, its portfolio was worth 12.8 billion euros. The volume of work in its portfolio rose by the equivalent of 9.2 months on 2009 to 177.2 months, almost 15 times annual turnover. In Spain, it secured more contracts offered by the Ministry for the Environment, Rural and Marine Affairs than any other water firm. For example, **aqualia** was chosen to build the largest water purification plant awarded in Spain in 2010 (in Gijón).

It should also be pointed out how our emphasis on the international market has allowed **aqualia** to maintain its portfolio and turnover, with the company active in countries with strong prospects for growth in the sector. In 2010, it secured new contracts in places such as Romania, where **aqualia** currently has two waste water treatment plants under construction; in Mexico, where the company secured its third contract; and Chile, where **aqualia** entered the desalinated water production market.

**aqualia** also continues to operate in regions within the Middle East, where it has important projects, such as the construction of the New Cairo water purification plant in Egypt, in progress.

It should also be remembered that in 2010 **aqualia** secured a new water management contract in the Portuguese municipality of Fundao. Thus, Fundao joins the towns of Elvas, Campo Maior, Abrantes and Cartaxo as clients of **aqualia**, consolidating the position of the latter as a leading operator in Portugal's indirect water management sector.

It can be said that 2010 was a year of progress that provided us with plenty of satisfaction, such as being named the world's fourth water management firm by Global Water Intelligence and receiving an award from Euromoney's Project Finance Magazine for the New Cairo project.

These accolades not only recognise our business achievements but also our course of action; in this sense, I would like to emphasise the efforts of the team at **aqualia**, whose talents and commitment mean that the firm can set ever more ambitious objectives, while negotiating the complex economic situation. These achievements embody an approach that emphasises the importance of efficiency and the values of Corporate Social Responsibility (CSR).

At **aqualia**, the model used for corporate social responsibility is the FCC CSR Management Plan for 2009-2010. This report covers the last year of the plan, and for us it is a source of immense satisfaction to have achieved some particular outcomes, such as receipt of the Equality in Business award from the Ministry for Health, Social Policy and Equality (which this year was awarded to a mere 30 or so companies) and of R&D&i management and energy management certification from AENOR. This AENOR certification is of particular significance, since it has not been awarded to any other company in the sector.

We ended 2010 at **aqualia** with a positive balance and the knowledge that we are improving the way we do things. We hope you can appreciate the progress made by the company as illustrated in the following pages, and that this progress also conveys our desire to keep moving forward to become an ever more competitive business committed to the world around us.

**Fernando Moreno García**  
Chairman of the CSR Committee.

**General Manager of aqualia**  
Gestión Integral del Agua S.A.



**aqualia** in 2010.





ITA, a research group at the Universidad Politécnica de Valencia whose R&D&i efforts focus on engineering and urban water management issues, and **aqualia** have worked together on this publication to provide an original analysis of water management over time.

'Engineering and Water Management Through Time' is an analysis of the history of water engineering. From a self-critical perspective, it analyses the best and worst of contributions made by engineering to water management so that we can learn from the past and, above all, to come to terms with the fact that the 21st century demands solutions that are compatible with the innumerable points of view found in a sector (that of large hydraulic projects) that has seen excessive growth in its scale over time. Future water policy will be highly complex and requires the harmonisation of all interests and points of view. The main objective of this publication is to provide evidence of this from an engineering perspective.

Copies of 'Engineering and Water Management Through Time' can be obtained by writing to **aqualia** Gestión Integral del Agua.

The main publication in the water management sector, Global Water Intelligence (GWI), awarded Orasqualia the Water Deal of the Year prize for the construction of the New Cairo water purification plant, in recognition of the speed with which it closed financing for the project (seven months) and the fact that this plant is the first public-private initiative awarded in any sector in Egypt.

**aqualia** and Orascom Construction Industries (OCI) comprise Orasqualia, the winner of the tender to finance, design, build and operate the plant. This plant will treat the water of more than one million inhabitants and provide **aqualia** with revenue of more than 360 million euros.

The prize was awarded on 27 April at the annual GWI awards ceremony, which in 2010 was held in Paris. These awards, which have consolidated their status as the most prestigious awards in the sector worldwide, also recognised the efforts of **aqualia** in 2007, when it was declared The World's Best Water Management Company.

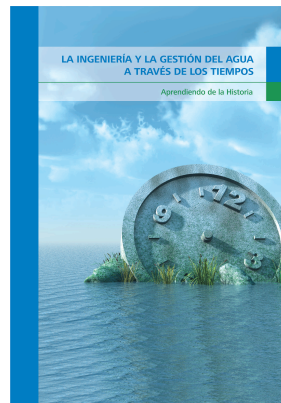
In addition, in January 2011 Euromoney's Project Finance Magazine awarded Orasqualia the prize for African PPP Water Deal of the Year 2010 for the construction of the New Cairo water purification plant.

This accolade is awarded in recognition of innovation, practical improvements, the resolution of problems, risk minimisation and the economic value of financing for infrastructure around the world.

**aqualia** was awarded a new contract to supply and treat water in the municipality of Fundao, in central Portugal. Thus, Fundao joins the towns of Elvas, Campo Maior, Abrantes and Cartaxo as clients

## January 2010.

**aqualia** and the ITA publish 'Engineering and Water Management Through Time'.



This book has been written by **aqualia** in collaboration with the Universidad Politécnica de Valencia

## April 2010.

**aqualia** receives Global Water Intelligence award.



Orasqualia awarded African Water Deal PPP 2010 by Project Finance Magazine.



Water Deal of the Year by Global Water Intelligence.

## June 2010.

**aqualia** secures new contract in Portugal worth 190 million euros.





Signing of water management in Fundão, Portugal.

### November 2010.

#### **aqualia** chosen to build the largest water purification plant awarded in Spain in 2010.

of **aqualia**, consolidating the position of the latter as a leading operator in Portugal's indirect water management sector, providing service to more than 130,000 people.

The concession is valid for 30 years and provides more than 190 million euros in revenue. The contract proposes a plan for the renewal of water distribution and treatment networks and the introduction of the latest technology to manage the whole water cycle already used in Spain and other countries where the company operates.

In late 2010, **aqualia**, as part of a JV (joint venture) with FCC and Degremont, secured the contract to build a water purification plant in Gijón. Twelve bids were submitted in response to the invitation to tender issued by the Ministry for the Environment, Rural and Marine Affairs but eventually the **aqualia** JV secured this contract, worth 32.1 million euros.

Gijón has been waiting 19 years for this water purification plant, which will complete the integral water treatment plan agreed to with the Ministry and regional government in 1991. The plant will be built under the site now occupied by the wastewater pre-treatment plant in El Pisón. The construction of the water purification plant underground will free up the land it would otherwise occupy for use as parklands and pedestrian areas.

The construction of the plant is scheduled to take 36 months. The General Water Directorate of the Ministry is responsible for the relevant formalities, while the Confederación Hidrográfica del Norte will be in charge of construction. Work on the project is expected to begin in the second half of 2011. Once the new water purification plant is complete, it will be able to turn urban wastewater into completely treated water for the equivalent of a town of 150,000.

### December 2010.

#### **aqualia** receives Equality in Business award from the Ministry for Health, Social Policy and Equality

**aqualia** approved its Equality Plan In 2009. Since then, it has made efforts to implement the measures agreed therein with its trade union representatives and in accordance with the Equality Act 3/2007. Progress made in the introduction of this tool saw **aqualia** receive the Equality in Business award from the Ministry for Health, Social Policy and Equality. This accolade is awarded to businesses that are notable for their application and implementation of plans and policies to promote equal opportunities in their organisations.

Criteria taken into consideration when awarding this distinction include the introduction and results of measures contained in equality plans; the formulation of procedures and criteria for the periodical evaluation of these plans; the application of positive action measures that actively promote equal opportunities; and aspects relating to the organisational model and social responsibility of businesses.



**aqualia** signs the Equality Plan together with CCOO and UGT.



This distinction, which in 2010 was awarded to just 36 organisations, is valid for three years and reinforces the approach taken at **aqualia**, which is in line with FCC policies, to promote the professional development and performance of its personnel under the guarantee of equality of opportunity.

After passing the AENOR audit, **aqualia** achieved certification for its R&D&i project management system at **aqualia** Gestión Integral del Agua and **aqualia Infraestructuras** according to UNE 166002.

The changes introduced in the management system to obtain this certification facilitate the follow-up on R&D objectives and improve dialogue on the program with stakeholders outside the business (clients, partners, suppliers, etc.).

The system is based on decentralised project implementation, with the close involvement of personnel in areas where **aqualia** operates, and an IT tool for the management, updating and dissemination of information. Furthermore, the number of dedicated R&D staff has doubled to eight.

At the same time, the plant in La Solana and the WWTP in La Orotava have received UNE 16001 certification in energy efficiency. The certifications awarded to these facilities are the first of this kind issued by AENOR in the autonomous regions of Castilla-La Mancha and the Canary Islands.

This certification allows plants to operate within energy efficiency parameters and standards that will result in greater energy and economic efficiency.

Also in 2011, but as a result of work done in 2010, **aqualia** formalised its inclusion on the Advisory Board of the Masters in Quality and Excellence in Business program offered by the Escuela de Organización Industrial (EOI), becoming the only urban services company on the board.

The board of EOI, which is part of the Ministry for Tourism, Industry and Trade, includes other companies such as ENAC, AENOR, Novotec, Vodafone, Alstom, Orange, Enresa, Ericsson, Prysm, RTVE and Metro de Madrid.

The EOI Masters in Quality and Excellence in Business program was the first such program in Spain. 2011-2012 will mark 20 years since its inception, a record for this type of training program.

As a member of the Advisory Board, **aqualia** will further deepen its already privileged relationship with EOI, opening up opportunities for plants operated by **aqualia** to recruit scholars from the program and the masters' thesis department.

## December 2010.

**aqualia** receives UNE 166 002 and UNE 16001 certification.

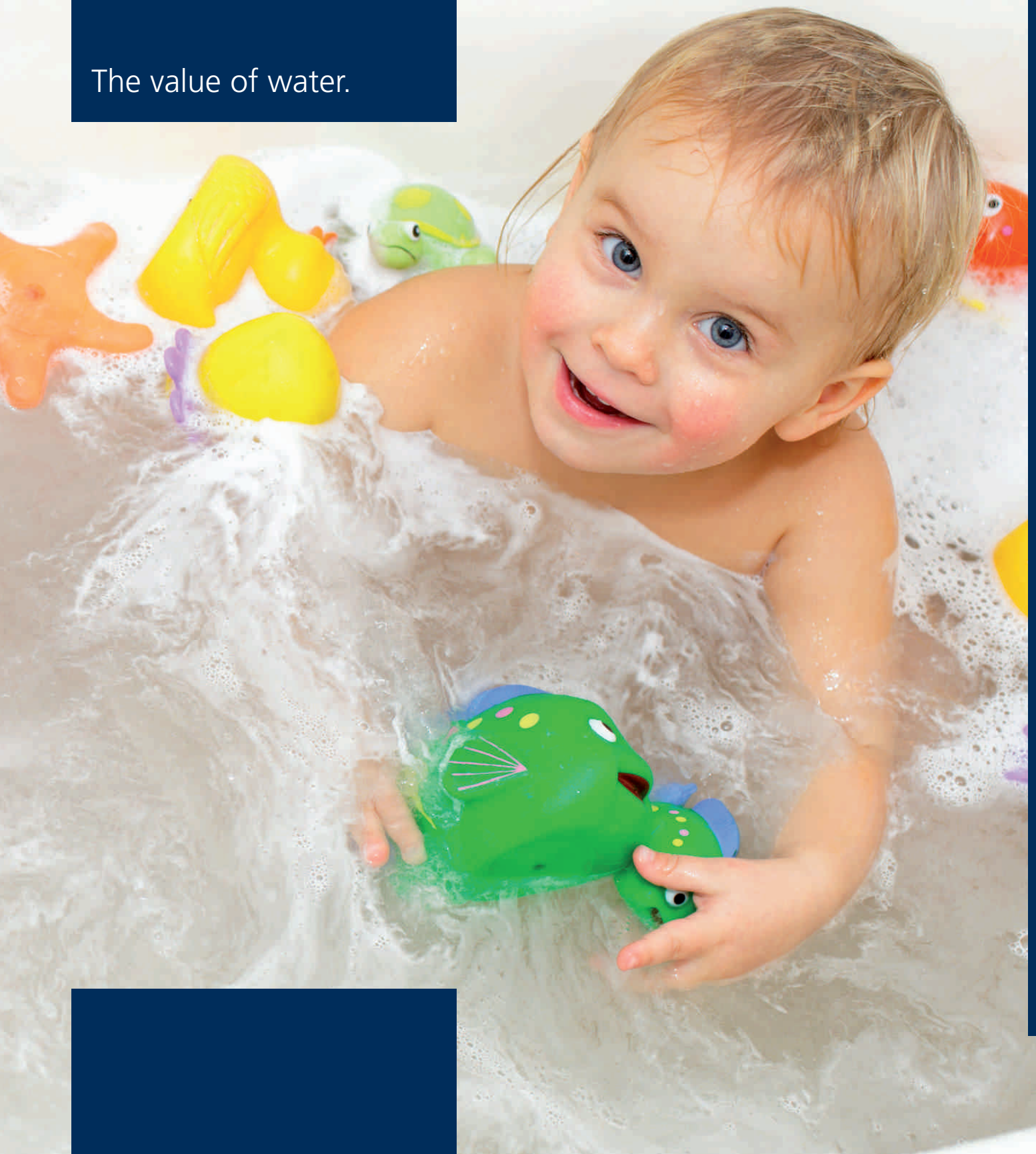


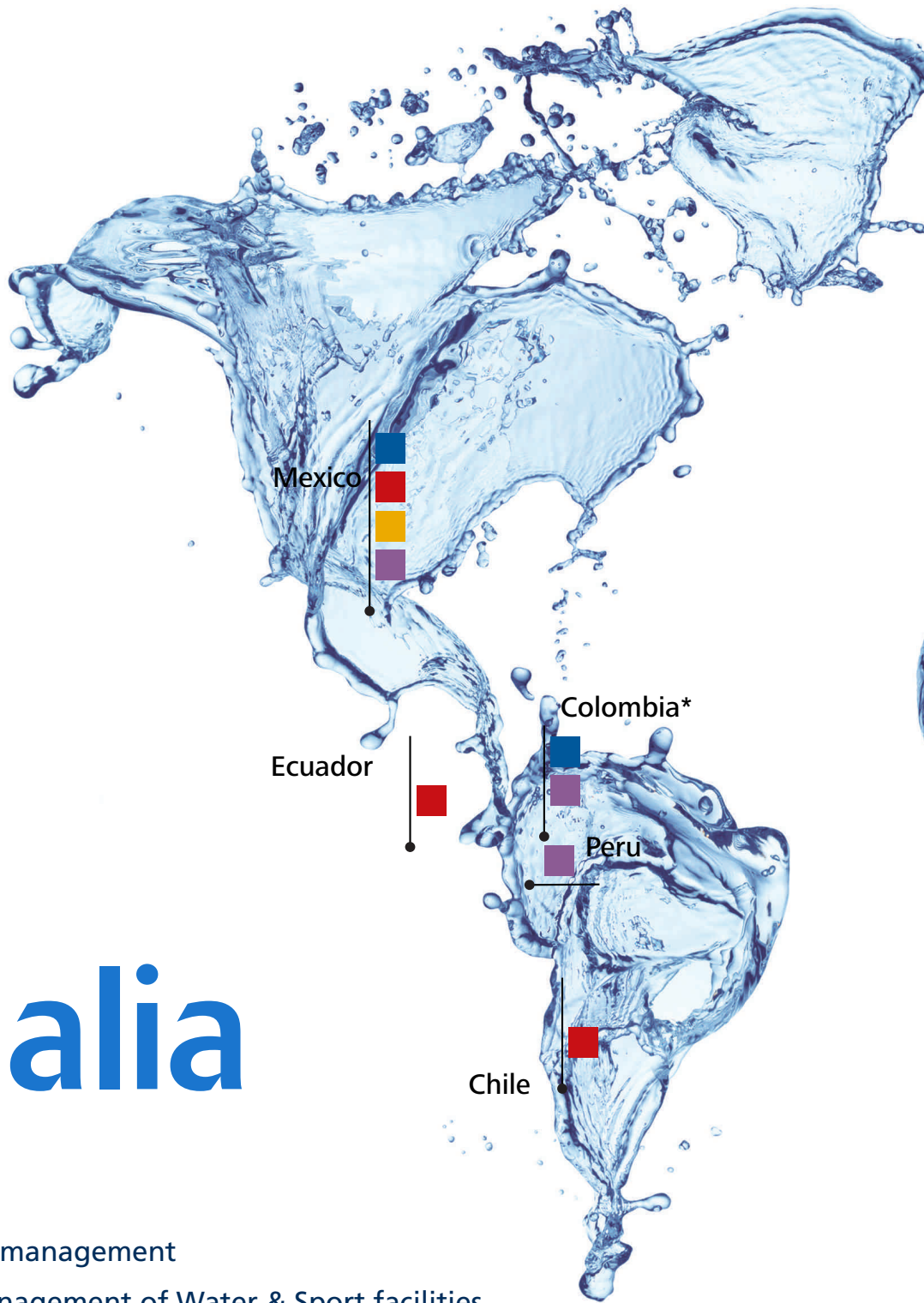
Some examples of the quality certificates awarded to **aqualia**.

## February 2011.








**aqualia** joins the Advisory Board of the EOI Masters in Quality and Excellence in Business program.

The value of water.

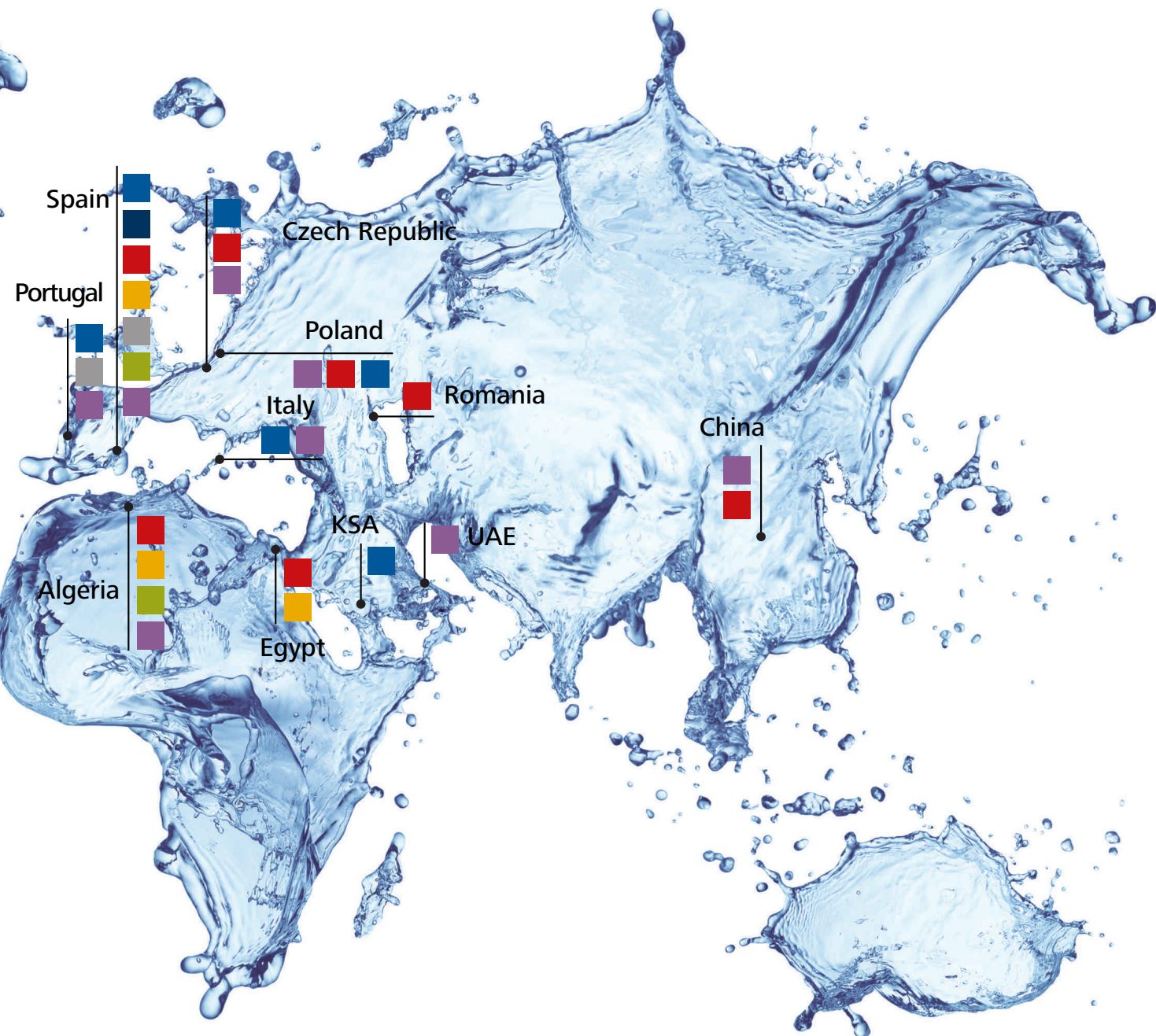




# aqualia

-  Public water services management
-  Construction and management of Water & Sport facilities
-  Design and construction of treatment plants
-  Hydraulic infrastructure contracts
-  Solutions for industrial water use
-  Irrigation infrastructure
-  Commercial delegation.

\* Environmentally proactive (50% FCC-50% Veolia).

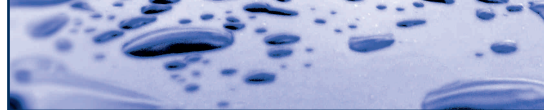


**4th water management company in the world (Global Water Intelligence)**

**18.9% increase in international turnover**

**27 million people worldwide**

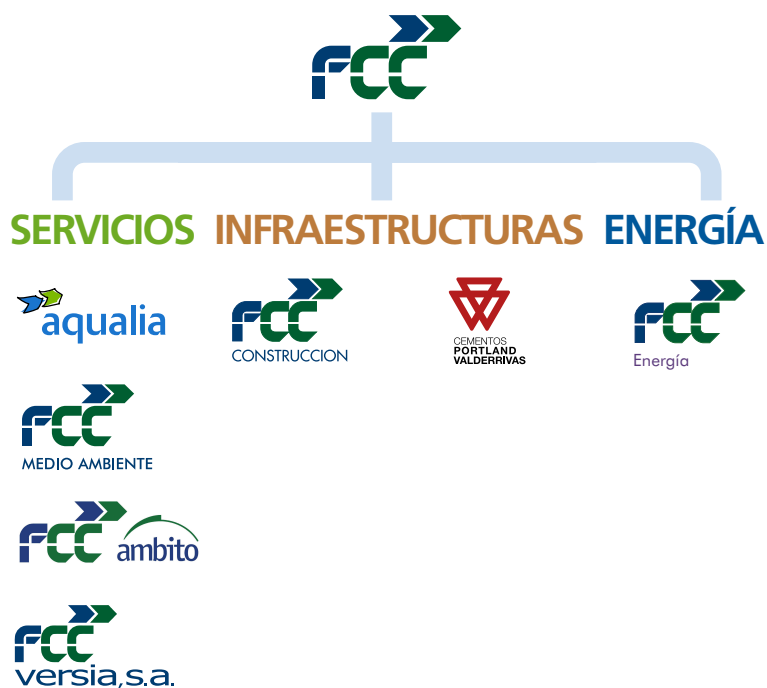
**Present in 16 countries**



	2008	2009	2010
Turnover (million €)	845.50	872.00	867.97
Distributed economic value (million €)	837.90	780.13	871.63
Number of municipalities served	1,100	+1,100	+1,100
Total length of networks managed (km)	44,504	51,232	54,392
Investment in infrastructure (million €)	83.00	47.74	50.78

Note: Turnover and distributed economic value are for all of **aqualia**'s international operations, as well as subsidiaries through the FCC Group. The number of municipalities, the length of networks managed and investment in infrastructure refer to **aqualia** Integral management del Agua S.A. in Spain, Portugal and the Czech Republic.

The business of the FCC Group is divided into three main areas: *infrastructure* (FCC Construcción being the parent company of a group of companies that operate in the construction sector); *energy* (where the group is developing projects in renewable energy, energy efficiency and the recovery of waste); and *services*. This last area comprises FCC Medio Ambiente, which provides urban sanitation services; FCC Ámbito, which provides comprehensive industrial waste management services; FCC Versia, which brings together the group's logistics operations; and **aqualia**, the parent of companies in the FCC Group that operate in integrated water management.



**aqualia** Gestión Integral del Agua S.A. is the FCC brand that provides a whole range of water solutions. **aqualia**'s range of water-related services has made it unique in its sector, able to meet demand in the public and private sectors at all phases of the whole water cycle, whether for human, industrial or agricultural use. It has a presence in more than 1,100 municipalities and provides services to more than 27 million people.

**Nada como nadar**

La natación es una de las actividades deportivas más completas y sanas. **aqualia** te anima a aprender a nadar bien y divertirse al mismo tiempo.

Hay cursos para todos los niveles y todas las edades. Pásate o infórmate del que mejor se adapte a tus necesidades.

¡Apuntate!

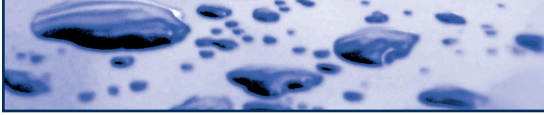
Swimming at the San Lorenzo de El Escorial's sports centre.



Dorneda's sports centre.



El Vendrell's sports centre.



## Main contracts, renewals and extensions secured by aqualia in Spain in 2010

- Monterroso (**Lugo**): Supply and sewer system.
- Villadepalos (**León**): Maintenance of the network of main interceptors and the Villadepalos waste water treatment plant in León for the integrated treatment of water in the region of Bajo Bierzo (municipalities such as Ponferrada, Camponaraya, Carracedelo, Villafranca del Bierzo, Congosto and Cacauelos).
- The community of Villalón (**Valladolid**): Maintenance of high capacity water supply facilities.
- Cabranes (**Asturias**): Integrated water management.
- Pradejón (**La Rioja**): Supply.
- Villaluenga de la Sagra, Ventas de Retamosa, Casar de Escalona, Nambroca, Casarrubios del Monte and Alcaudete de la Jara (**Toledo**): Supply and sewer system.
- Els Poblets (**Alicante**): Supply.
- The community of La Serena (**Badajoz**): Supply and distribution.
- Mérida (**Badajoz**): Whole water cycle.
- Sanlúcar de Barrameda (**Cádiz**): Whole water cycle.
- Bajo Andarax (**Almería**): Whole water cycle.
- Moguer - Mazagón (**Huelva**): Whole water cycle.
- Priego de Córdoba (**Córdoba**): Whole water cycle.
- Jódar (**Jaén**): Whole water cycle.
- Sports centres in Oleiros (**A Coruña**).
- Granadilla de Abona sports centre (**Tenerife**).
- San Lorenzo de El Escorial sports centre (**Madrid**).
- Sports centres in El Vendrell (**Tarragona**).
- The irrigation communities of Vingalis and Monredons Valls (**Tarragona**).
- Construction of Penelles DWTP (**Tarragona**).

This responsiveness and the quality of service it provides have made aqualia the fourth water management company in the world, according to Global Water Intelligence. This performance enabled **aqualia** to maintain its turnover at 868 million euros in 2010, despite falls in consumption and public investment.

It is important to highlight the participation of the firm in tendering processes in 2010. During the year **aqualia** participated in 516 tendering processes in the water sector, securing 210 contracts worth 1,134.6 million euros; at the end of the year, its portfolio was worth 12,818.8 million euros. The volume of work in its portfolio rose by the equivalent of 9.2 months on 2009 to 177.2 months, almost 15 times annual turnover.

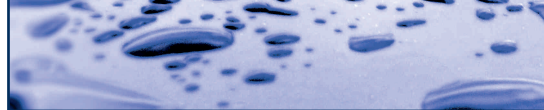
The diversification strategy and emphasis on international markets implemented some years ago by **aqualia** have allowed it to maintain its portfolio and turnover, with the company active in countries with strong prospects for growth in the sector. Indeed, **aqualia Infraestructuras** has 75% of its production overseas and accounts for 17.2% of total overseas production for all areas.

Going forward, **aqualia** plans to continue with its growth strategy based on its five current lines of business (the management of utilities the whole water cycle, **aqualia Industrial**, **aqualia Infraestructuras**, the management of irrigation communities and the management of recreational water facilities centres), both within Spain and overseas, via the management of water management services in new EU Member States and the construction of hydraulic infrastructure in the Near East, north Africa and Latin America.

## aqualia in Spain

In Spain, **aqualia** once more recorded significant activity in 2010, as demonstrated by the fact that it secured more tenders offered by the Ministry for the Environment, Rural and Marine Affairs than any other firm. By way of example, aqualia was chosen to build the largest water purification plant awarded by tender in Spain in 2010, the plant in Gijón.

Moreover, in 2010 **aqualia** made further progress in the diversification of its activities in the search for new sources of business. Thus, during the year it secured contracts for services related to sports facilities such as sports services, reception services and customer service, cleaning services, maintenance, advice and operation of indoor municipal swimming pools in El Vendrell (Tarragona) and the management of sports activities with the construction of the water and health centre in the municipality of San Lorenzo de El Escorial (Madrid).



## International business

**aqualia** has a portfolio worth more than 12.2 billion euros, of which 30% comes from international operations. At present, it has operations in 16 countries including the Czech Republic, Italy, Algeria, China and Mexico.

In a new development, in 2010 a notable element of its international business was the closing of finance for the construction of the New Cairo water purification plant in just seven months. The New Cairo water purification plant is **aqualia**'s first contract in Egypt and confirms its strategy for growth in North Africa, a region where **aqualia** already has a presence with the construction of two of Africa's largest desalination plants, in the Algerian towns of Mostaganem and Cap Djinet.

The New Cairo project is a public-private initiative and represents revenue of 360 million euros. It also includes the operation of the water purification plant for a period of 20 years.

**aqualia** also secured a new water management contract in the Portuguese municipality of Fundao. Thus, Fundao joins the towns of Elvas, Campo Maior, Abrantes and Cartaxo as clients of **aqualia**, consolidating the position of the latter as a leading operator in Portugal's indirect water management sector.

In 2010 the company also secured new contracts in countries such as Romania, where **aqualia** currently has two waste water treatment plants under construction; in Mexico, where the company secured its third contract; and Chile, where **aqualia** entered the desalinated water production market. It also continues to work in regions within the Middle East. **aqualia** has a business development office in the United Arab Emirates, which is used as a base for working on projects in that country and in Bahrain, Qatar, Oman and Saudi Arabia, countries with great potential for business in the years to come.



New Cairo's treatment plant, Egypt.



Osmosis room in Mostaganem, Algeria.

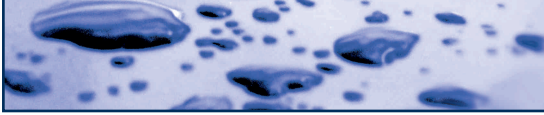
## Operating structure

Irrespective of the operating structures introduced by the companies that comprise the FCC Group, there are elements that are common to each. Compliance with the Code of Ethics of the FCC Group, the aim of which is to highlight the corporate culture and rules of conduct at FCC, is mandatory for all companies. At the same time, the Group has drafted a Corporate Social Responsibility Master Plan that was completed in 2010 and grouped actions together into six strategic lines involving all companies (for more information, visit [www.fcc.es/fcc/corp/esp/rc\\_pd.htm](http://www.fcc.es/fcc/corp/esp/rc_pd.htm)). Finally, corporate governance practices are established by the Board of the FCC Group and are handed down to all companies to ensure the correct strategic orientation of the company.

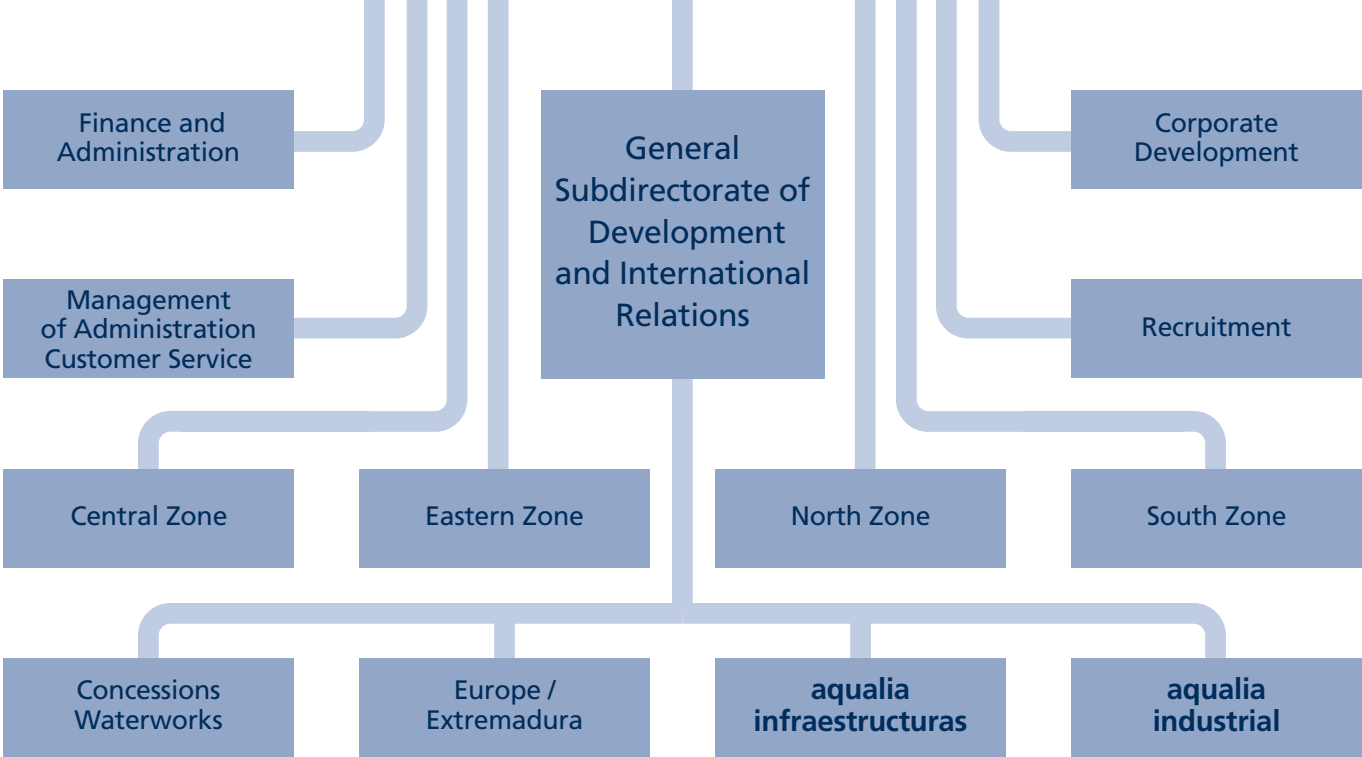


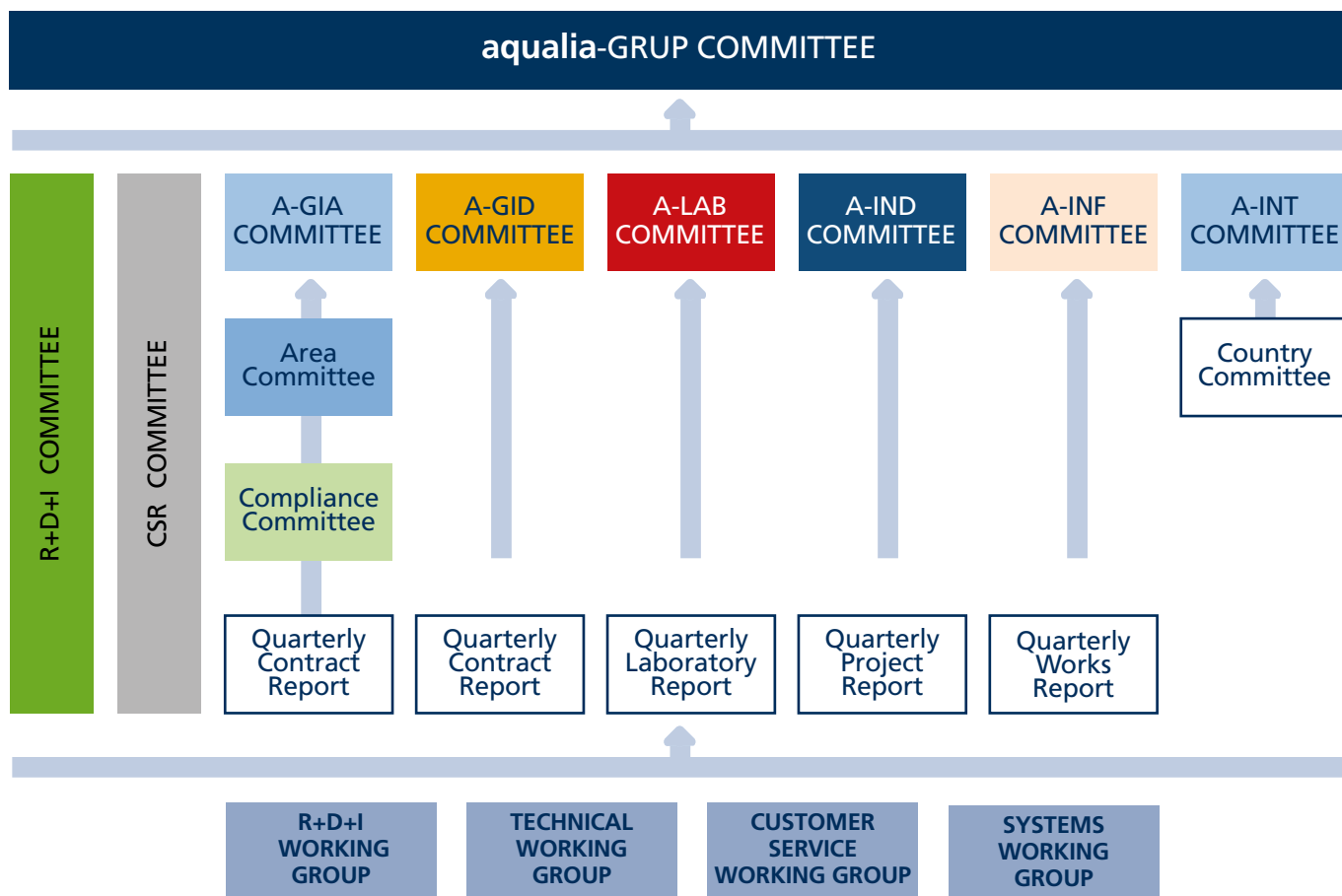
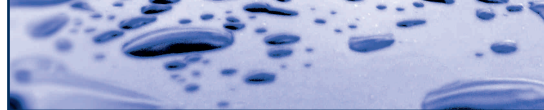
Construction work at the Penelles' DWTP, Lleida.





# General Management





**aqualia**'s operating structure is based on a single CEO to which various divisions report. These divisions are differentiated according to areas of operation and type of activity. This organisation allows **aqualia** to provide its clients with personalised service and be responsive to their needs.

Furthermore, **aqualia** has various committees that address different priority areas of the business. In 2010, the following committees were in operation:

- **aqualia** Gestión Integral del Agua Management System Committee (biannual).
- **aqualia** Gestión Integral del Agua Area Committees (biannual).
- **aqualia** Gestión Integral del Agua Delegation Committees (biannual).
- Quarterly Contract Reports.
- 17025 Laboratories Committee (biannual).
- R&D&i Committee (biannual).
- CSR Committee.
- **aqualia Infraestructuras** Committee (four-monthly).
- **aqualia Industrial** Committee (quarterly).

2010 also saw the beginning of a review of management systems that will produce a different arrangement for committees for 2011. Thus, the following committees will be added: the **aqualia** Group Committee, the **aqualia Gestión de Instalaciones Deportivas** Committee and the **aqualia Internacional** Committee.

Present at every stage of the water cycle



### Management of public water services

*27 million people supplied worldwide  
36,7% market share in Spain  
54,392 km of water system managed  
50,78 million euro invested in infrastructures  
569,576 potable water tests run (SINAC)  
99.6% positive tests*

**aqualia** offers different services related to infrastructure concessions, including consultancy with multidisciplinary groups of consultants, construction works, capital equipment supply, financial resources and infrastructure exploitation and maintenance, guaranteeing the effective use of public resources.

This effective management approach is also applied to irrigation. **aqualia**'s efforts to develop innovative and sustainable solutions to modernise irrigation have resulted in a management system for irrigators, SISGRE, which facilitates the access to intelligent mapping as well as simulations, historical analysis, thematic maps and infrastructure images.

### Design and construction of treatment plants

*52 facilities designed for tenders  
33 national  
19 international  
4 facilities built*

**aqualia** designs and constructs all types of water treatment facilities. Its main areas of activity are:

- drinking water treatment plants (DWTP).
- waste water treatment plants (WWTP).
- waste water reuse plants (WWRP).
- Sea water desalination plants (SWDP).
- Pipelines for transporting water.

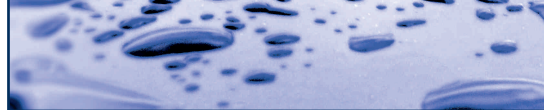
### Solutions for industrial water consumption

*170 companies supplied  
16 facilities managed  
2,686,525.68 m<sup>3</sup> of water treated*

Develops projects to improve water quality, process reliability and the services provided by continually operating plants. **aqualia industrial** is composed of:

- **Chemipur**: operation and maintenance.
- **Graver**: solutions for process water.
- **Hidrotec**: equipment and technology.
- **Nilo**: effluent treatment solutions.





## Desalination

The challenges posed by ensuring a stable supply of quality water in a context of growing demand for water worldwide means that desalination has become an increasingly popular option, in particular in areas that experience significant shortages of water. For water management companies, this is an important source of business to be developed.

**aqualia** builds and operates desalination plants (21 are currently in operation and 7 under construction, 2 of which are in Algeria), with a combined capacity of 637,230 m<sup>3</sup>/day.

However, it should also be pointed out that desalination has environmental impacts that must be minimised, and that **aqualia** is actively working to minimise these impacts. For more information, refer to the 'Impact management' section in chapter 6 of this report.

**21 desalination plants in operation**

**7 plants under construction**

**Overall capacity of 200,214 m<sup>3</sup>/day**

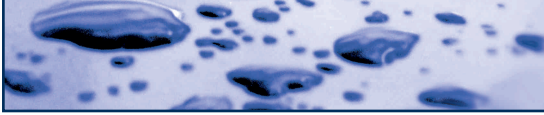
**Plants in Spain and Algeria**

**1.2% of water produced comes from desalination plants**

Desalination plants in construction or operating in 2010	Number	Capacity (m <sup>3</sup> /day)
SWDP Algeria	2	300,000
SWDP Spain	17	266,400
WWPP Spain	6	50,630
TTRO Spain	3	20,200
<b>Total</b>	<b>28</b>	<b>637,230</b>

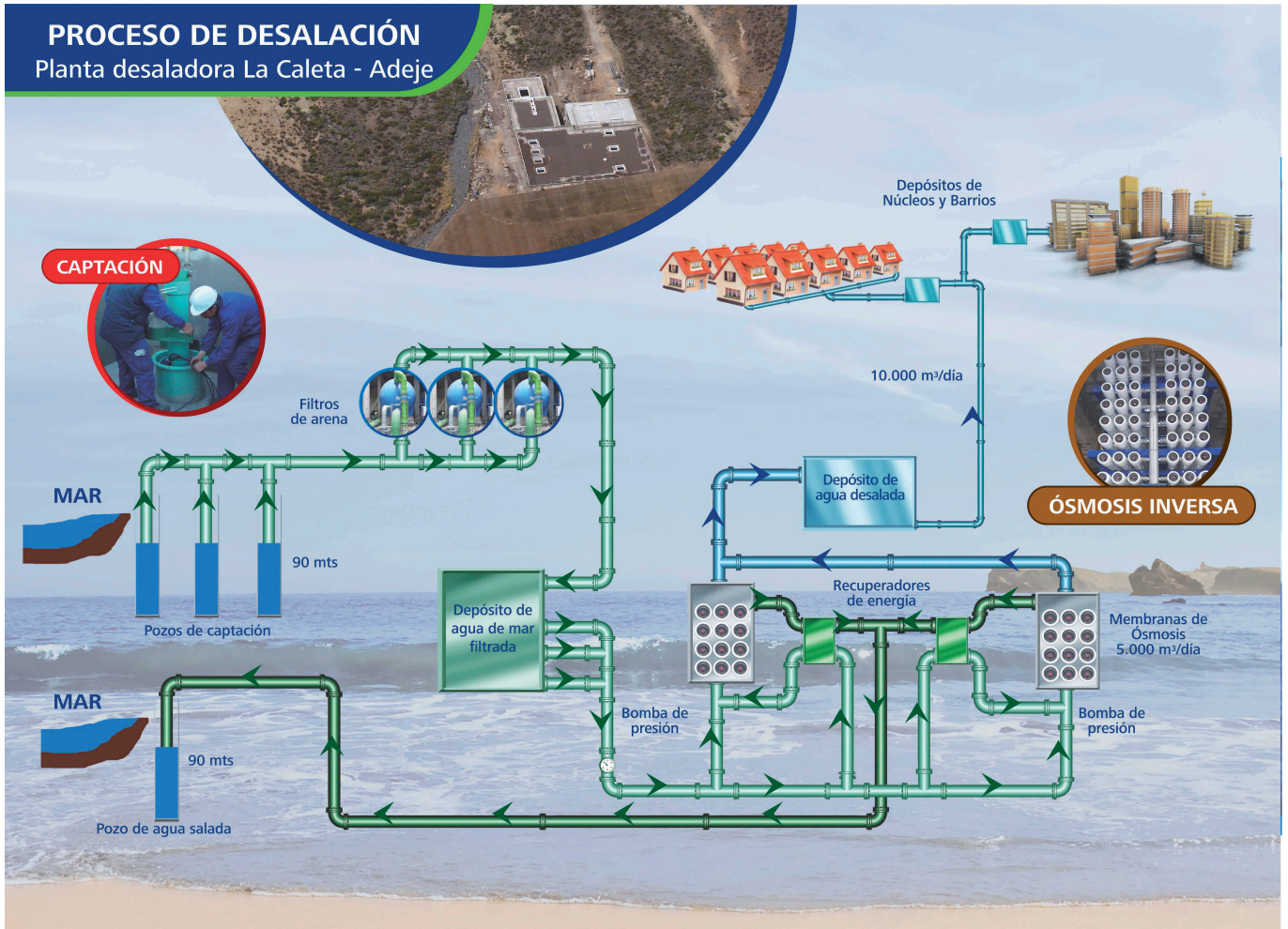


Desalination plant in Santa Eulalia (Ibiza).



## PROCESO DE DESALACIÓN

Planta desaladora La Caleta - Adeje



10 active projects

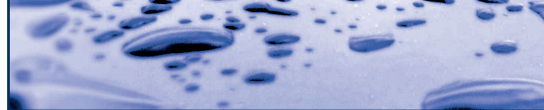
More than 1.5 million euros invested  
in R&D

An increase of 18% on 2009

## Research & development

For **aqualia**, 2010 was an important year terms of in R&D&i: its R&D&i project management system was certified according to UNE 166002.

It should also be pointed out that in 2010 **aqualia** dedicated one of its forums to R&D&i. The purpose of this forum was to verify the performance of the company in the area of technological innovation and increase communication with the various public and private sector agents associated with this activity. The forum was attended by representatives of EMASESA, ATTA, Universidad de Valladolid, IMDEA and ITT, as well as the Innovation Manager of FCC and members of the **aqualia** R&D&i Work Group.



Apart from this specific forum, **aqualia** is a member of various domestic and international organisations that operate in technological innovation applied to the water sector.

In 2010 BIOPLAT, the Spanish Biomass Technology Platform, part of the Ministry for Science and Innovation, was added to this list.

## New project management system

The changes introduced in the management system to obtain this certification facilitate the follow-up on R&D objectives and improve dialogue on the program with stakeholders outside the business (clients, partners, suppliers, etc.). The system is based on decentralised project implementation, with the close involvement of personnel in areas where **aqualia** operates, and an IT tool for the management, updating and dissemination of information.

Since 2010, **aqualia** has had a team of 8 dedicated R&D staff; even so, R&D projects are the result of a team effort. The innovation work group (IWG) is made up of the project managers from the R&D department and **aqualia** area managers. In total, around 15 people who are responsible for assessing technological innovation programs and recommending priority action, contribute to the annual review of management system and strategic planning policy and assist in the dissemination of information, technology transfer and technological surveillance meet twice a year.

## Main R&D projects in 2010

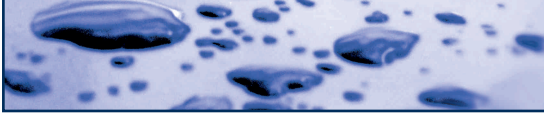
In 2010, **aqualia** invested 1,5 million euros in R&D and had 10 active projects. These projects can be divided into three categories, depending on their objective: to improve the quality of treatment, integrated management and sustainability.

**Aeas**  Asociación Española de Abastecimientos de Agua y Saneamiento

 **imdea**  
agua

**ATTA**  
Asociación Tecnológica  
para el Tratamiento del Agua

**AEDyR**  
ASOCIACIÓN ESPAÑOLA DE  
DESALACIÓN y REUTILIZACIÓN



Pilot microalgae plant, Arcos de la Frontera.

In terms of **improvements in the quality of treatment**, there is special emphasis on desalination, water supplies and the detection, measurement and reuse of effluent. This category includes the following projects in progress in 2010:

**MBR (Vigo):** The development of a new process for the reuse of urban effluent in collaboration with the Universidad de Santiago de Compostela, 3R and the Centro Superior de Investigaciones Científicas (CSIC).

**Hybacs/MBBR (Ávila):** The development of a new process to remove nutrients from urban effluent in collaboration with Bluewater Bio.

The main objective of projects that affect **integrated management** is to improve management systems, including the detection, measurement and transmission of data. In 2010, the most notable of these were:

**Projects undertaken by the Customer Management service:**

- **The development of SIC IT tools:** A new billing-CRM (Client Relation Management) solution based on SAP-ISU to manage the trading system of all of the company's operations, incorporating the immense variability that can be found in terms of business, geographic and financial context. The process used by current systems to convert information includes the replacement of approximately 400 databases based on two different structures.

- **Balanced Scorecard (BSC):** One of the tools that combines the concepts of strategic management and performance evaluation, in that it provides four perspectives that are fundamental to management: financial, client, internal processes and innovation and training.

- **Distribution network modelling project (Denia):** To detect and minimise physical losses and energy losses.

Finally, projects with a focus on sustainability aim to reduce environmental impacts by reducing energy costs, promoting the use of sewage sludge as resources and creating alternative treatments.

**Anammox project in Vigo:** New technology to reduce nitrogen with low energy use in collaboration with the universities of Vigo and Santiago de Compostela.

**Advanced sludge digestion (Loiola - San Sebastián).** Implemented in collaboration with CEIT, ATM and Aguas del Añarbe, this project examines the increase in biogas production with two-step digestion.

**All-gas**  
Industrial scale demonstration of sustainable algae cultures for biofuel production

**PARTICIPANT ORGANIZATIONS**

1. AQUALIA - Agua de San Pedro de Alarcón S.A. (Coordinator)	Spain
2. IREC (CONSEJO REGULADOR DE ENERGÍA ELÉCTRICA DE ESPAÑA)	The Netherlands
3. IPIE - BIOENERGY INTERNATIONAL A.G.	Australia
4. HYGEAR B.V.	The Netherlands
5. MTD - MTD ALTERNATIVE ENERGIES	USA
6. SOUTHAMPTON UNIVERSITY OF SOUTHAMPTON	United Kingdom
7. FHO - FRAUNHOFER UMSICHT	Germany

**ADVISORY BOARD COMPOSED BY:**

Enlita Motta, University of Almería (Spain),  
John Bonstrom, MicroBio Engineering, Inc. (USA),  
Tig Lundquist, California Polytechnic University (USA),  
Rupert Craggs, MIRA (New Zealand),  
and Charles Banks, University of Southampton (UK).

**The objectives of the All-gas project**

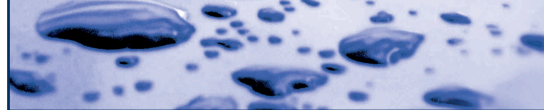
- Integrate the full production chain of algae to biofuels, using wastewater nutrients and residual biomass energy and CO<sub>2</sub> emissions.
- Demonstrate the use of innovative pond enhancements to yield a biomass production of around 100 t/ha/year on a 10 ha algae culture.
- Harvest and transform the algae biomass for the production of biofuel for about 200 cars, and extract additional value-added chemicals.
- Implement a new concept for co-digestion of about 5000 m<sup>3</sup>/d of wastewater, digest residue, as well as extraction by products, to produce CH<sub>4</sub> and CO<sub>2</sub>.
- Upgrade the biomethane for vehicle fuel to power more than 200 cars.
- Transform residual biomass from wastewater and agriculture through on-site combustion and generate enough clean heat CO<sub>2</sub> for the algae cultures, as well as electricity.
- Proceed in a low risk, step-by-step project implementation, with an initial prototype phase to develop the large modules with sufficient operation on a 1 ha energy scale.
- Assess and optimise the sustainability of the process, site and project.
- Report on major achievements and diffuse relevant information.

**Process Flow Diagram:**

```

    graph TD
        Sun --> AlgaeGrowth[Algae Growth & Harvest]
        Wastewater --> AlgaeGrowth
        CO2 --> AlgaeGrowth
        AlgaeGrowth --> Biomass[Biomass]
        Biomass --> Biofuel[Biofuel]
        Biomass --> Chemicals[Chemicals]
        Biomass --> Gas[Gas Production]
        Gas --> CH4[CH4]
        Gas --> CO2[CO2]
        CH4 --> Vehicles[200 cars]
        CO2 --> AlgaeGrowth
    
```





**Pilot microalgae plant (Arcos de la Frontera):** Project implemented in collaboration with the University of Cádiz, Iberdrola and Bio-Oil to evaluate photopurification with algae and the production of valuable biomass

**Sustainable use of slurry (Salamanca):** Project designed to improve the digestion and quality of sludge with thermal hydrolysis. In collaboration with CEIT, ATM and the universities of Valladolid and Salamanca.

**The 'Cenit Vida' project:** A comprehensive evaluation of microalgae using advanced cultivation, harvesting and transformation technologies. This project was implemented in the CENIT program by a consortium of companies that includes **aqualia**.



Project on the sustainable use of slurry. Salamanca's WWTP.





Focus on CSR.



Global water consumption is currently doubling every 20 years. According to United Nations estimates, demand for water will exceed supply by more than 30% by 2040. This scenario represents a great challenge for humanity and water management companies.

From an economic perspective, these forecasts herald important business opportunities. At the same time, however, they also introduce crucial ethical and human factors that require water companies to do all they can to attend to and foresee the changes in demand that draw nearer, and to consider the social responsibility of the service they provide in their response.

**aqualia** has taken on this task and wants Corporate Social Responsibility to be part of its day-to-day operations, so that the social and environmental component of its activities is at no point relegated by its business decisions. To this end, it conducts its operations in alignment with the strategic tool that guides corporate responsibility at FCC, of which **aqualia** is part: the Corporate Social Responsibility Master Plan.

Every two years, FCC approves a CR Master Plan endorsed by the Board of Directors. On the basis of this Plan, the interests and particular characteristics of the various business in relation to Corporate Social Responsibility are harmonised.

2010 was the last year of the II FCC Corporate Social Responsibility Master Plan for the period 2009-2010. This plan establishes six strategic lines of action adopted by **aqualia**: good governance, FCC human resources, the communication and dissemination of FCC's socially responsible strategy, corporate citizenship, care for the environment and responsible innovation within the FCC Group. This report will provide details on **aqualia**'s contribution to the realisation of each of these strategic lines in 2010.

**aqualia** also follows the direction set by FCC in its Code of Ethics, which is applicable to all subsidiaries and affiliates of the Group. This code contains express references to the prohibition on resorting to unethical practices to influence the decisions of persons outside the company in order to obtain advantage for the company.

This code also applies to contractors and suppliers, who sign contracts containing a clause informing them of the Code of Ethics and promise to observe the ten principles of the Global Compact of the United Nations.



**aqualia**'s CSR Report 2009.



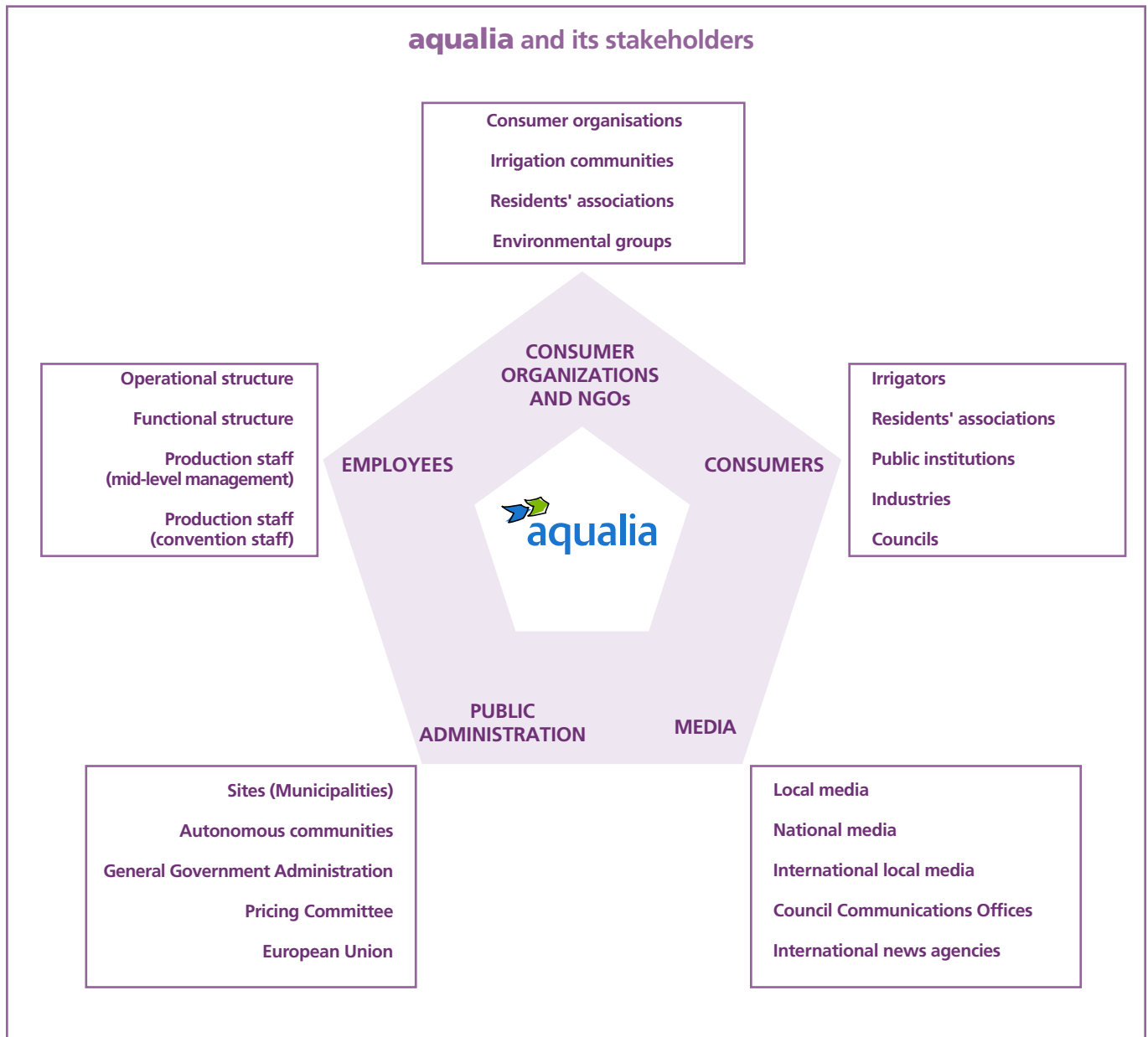
**aqualia**'s CSR Report 2008.



## Dialogue with stakeholders



Dialogue with stakeholders is one of the basic pillars of Corporate Social Responsibility. It allows companies to better understand the environments in which they operate, seize opportunities, prevent risks and build relationships based on trust with groups that have the greatest effect on their businesses.



**aqualia** has various tools and strategies at its disposal to listen to respond to its stakeholders. These stakeholders are the communities where it operates, as well as its personnel, clients and suppliers and players in its sector and the media.

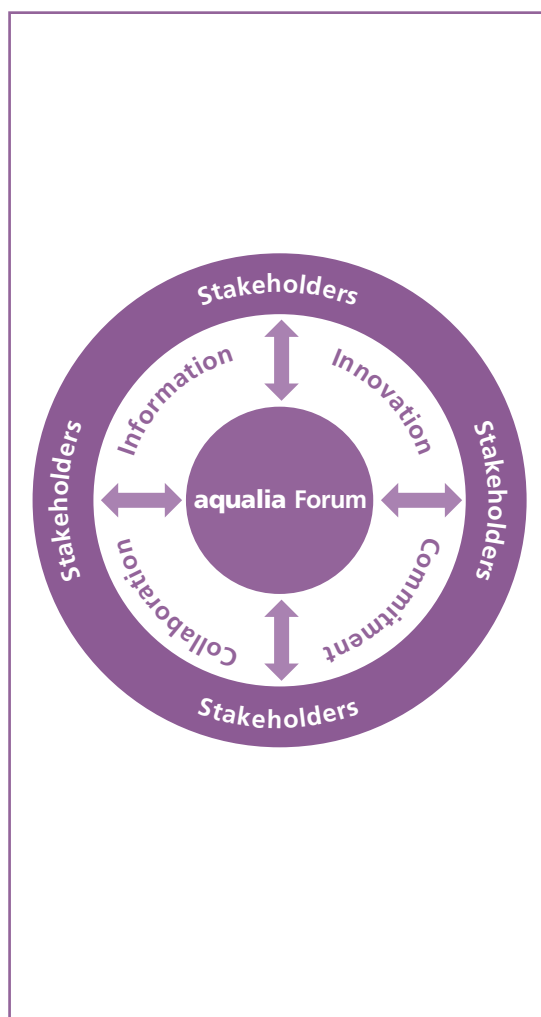


Within the framework of this dialogue there are two tools aimed at all groups of the company: the Corporate Social Responsibility (CSR) Report and the **aqualia** forums. The company has published its **CSR Report** each year since 2006 and, as can be seen in its 2010 edition, it is a document designed to meet the demand for information from the stakeholders of the company, providing a picture of its economic, social and environmental performance. Furthermore, it has been prepared in accordance with the guidelines established in version G3.1 of the Global Reporting Initiative's Guide to Preparing Sustainability Reports.

**aqualia**'s most direct tool for communication with its stakeholders is the **aqualia Forum**. **aqualia** meets with its main stakeholders in order to establish a close dialogue that facilitates the formation of stable relationships with them based on trust.

Five forums were held in 2009-2010 that were attended by suppliers, institutional clients, the media and end customers. An **aqualia Forum** was also held with a focus on research and development in the water sector in Spain. 2010 was the year of the forum on customers, with the emphasis of the latter on innovation.

The conclusions of each **aqualia Forum** are compiled into a document distributed to all interested parties and made available to all employees on the **aqualia** intranet site. **aqualia** addresses the conclusions reached by these forums at Quality Committees and transfers them to production areas to be implemented.



**aqualia** Forum on R&D in the water sector in Spain.



## aqualia Forum and innovation

### Areas addressed

Priorities, objectives and projects in progress at **aqualia**

Diagnosis of the relationship between aqualia and innovation clusters

**aqualia's** relationship with universities: Balance and progress

The identification of possible common themes on innovation between the company and participants

Proposals for improvements to management and R&D projects

Opportunities

### Conclusions

Foster participation among employees in aspects of R&D

Involve clients in innovation

Intensify dialogue with the administration through industry associations

Find out what is being done at the main innovation forums

## aqualia Forum: Water service in society. The citizen's perspective

### Areas addressed

Customer expectations of service

Local and environmental involvement of the service provider

The success of current tariffs in reflecting the costs of the service provided

Quality of service offered and of the water supplied

Awareness within the community of all facets of aqualia's operations

Value-added generated by new online tools for the end customer

### Conclusions

Foster a 'water culture' within the community  
so that people are aware of the activities of companies that manage the whole water cycle

The company must be able to highlight its operations before the community and, using its prescribers, be able to provide a service that differs from that of the competition

In 2010, **aqualia** also promoted the 2010 **aqualia** Online Consultation process. This was a detailed consultation that involved certain agents that are key to the company.

To this end, an online survey platform was used on which various representatives of **aqualia**'s main stakeholders were able to complete a questionnaire. This questionnaire presented a series of issues of importance to the company in the area of CSR, issues on which **aqualia** has provided information in recent years in its annual CSR reports. In view of this list, it was proposed to participants that they complete, qualify and prioritise the issues contained therein.

### Groups that participated in the online consultation

**aqualia** employees

**aqualia** suppliers

Consumer groups

Universities and business schools

Industry associations linked to water management

Water experts

On the other hand, the consultation also served to develop an appreciation among the participants of the work done by **aqualia** on the management of social and environmental aspects. In this sense, **aqualia** was able to obtain valuable information to guide its management of sustainability and introduce new actions that will see the light of day in 2011.

In addition to the **aqualia** forums, the CSR Report and detailed consultations, **aqualia** has specific mechanisms for dialogue and communication with each of its stakeholders. The detail of how dialogue with each of these stakeholders occurs is developed below.

In this context, efforts aimed at customers with whom **aqualia** is seeking to promote and broaden various channels for dialogue are of particular note. To find out more about these efforts, see the 'Customer communication' section in chapter 4 of this report.



The media visits **aqualia**'s laboratory in Adeje, Tenerife.



Visit by participants at the Desalination Congress held by the Spanish Association of Water Desalination and Recycling (AEDyR) to the STF in Tordera.



Open days at the Berja WWTP in Almería .



Visit EDAR, Jaén.



Open day at the Piedralaves DWTP in Avilaves.



569 press releases sent.

58 press conferences held.



Open days at Berja's WWTP, Almería.



Open days at Berja's WWTP, Almería.



Exhibition about water treatment. Jaen's WWTP.



Officials visit the Water Museum in Santander.

**aqualia** has an interest in communication with society, so that the **communities** where it operates can learn about its activities close-up. **aqualia** holds open days and school visits at its facilities to foster an understanding of the complexity of its activities and encourage responsible water use. In 2010, the following open days and visits were held:

- Open days at water sampling points in Algeciras for students from El Colegio Los Pinos.
- Open days at the waste water treatment plant (WWTP) at Jaén for students from El Colegio Cándido Nogales.
- Open days at the Berja WWTP in Almería for students from El Colegio San Tesifón.
- Open day at the Piedralaves drinking water treatment plant (DWTP) in Ávila.
- A visit by participants at the Desalination Congress held by the Spanish Association of Water Desalination and Recycling (AEDyR) to the Tordera seawater treatment facility (STF) in Girona.
- Open day at the Villadepalos WWTP in León.
- Open day at the Vigo WWTP and DWTP.
- Open day at the WWTP, DWTP and Water and Springwater Museum in Santander.
- Open day at the Almansa WWTP
- Open day and lecture on water at the Santa Engracia drinking water treatment plant within the framework of the environmental symposiums organised by the Association for the Deaf of Badajoz (ASPESOBA)
- Open day at the Adeje laboratory in Tenerife.
- Open day at the laboratories of Oviedo.
- School visits to the DWTP and WWTP in Salamanca.
- School visit to the Almacelles DWTP in Lleida.
- School visit to the Vigo DWTP.
- School visit to the WWTP and DWTP in Medina del Campo.

In addition, **aqualia** communicates with the communities where it operates in the form of press releases and invitations to press conferences, where the company disseminates information of special interest to the population.

# Employees

**aqualia** communicates with its employees using tools such as daily press reviews, news bulletins, the suggestion box and more conventional methods such as e-mail and the noticeboard. Furthermore, specific communication campaigns are also conducted, such as that for workplace risk prevention. However, the main point for the exchange of information between the company and employees is the **aqualia** intranet site.

The intranet, which has been rolled out in Spain, Italy and the Czech Republic, is an exclusive space for employees where they can find all kinds of information of interest to them, such as:

- News on Corporate Responsibility, the CSR Report, the FCC Master Plan and the **aqualia** Action Plan for 2009-2010.
- The **aqualia** Equality Plan and related documentation, such as the Code of Ethics and protocol and forms for reporting workplace or sexual harassment at FCC.
- Internal appointments, information on the international presence of the company, presentation of the project and contacts, the experiences of expatriates and internal notes on this activity.
- An events calendar with all courses, conferences, presentations and fairs of interest to the company and its employees. Furthermore, in order to encourage employee participation in existing tools for collaboration, in 2010 **aqualia** approved a space for direct access to SharePoint from the **aqualia** intranet site. This space contains a brief user guide and a description of the possibilities this business collaboration platform provides.

In 2010, **aqualia** surveyed employees with an e-mail address to gauge users' opinion of services offered on its intranet site, as well as information on and structure of the site and users' expectations of this tool for internal communication. 82% of the 762 respondents said that information provided by the intranet site is useful as a working tool. 61% considered the information contained on the site to be of interest, while 29% access the site at least once a day. 28% of respondents enter the site once or twice a week.

Of the 99% of employees with access to the intranet from their workplace, 97% are aware of the existence of **aqualia**'s intranet. Its design, structure and the quality of its information are rated very positively.



148 news bulletins for employees.

162,005 hits on intranet site.

Intranet only accessible to **aqualia**'s employees.



Results of the survey about the intranet delivered to **aqualia**'s employees.





## Water sector

**aqualia** is an active member of the water sector and is involved in various associations and forums with other businesses. Interrelation and collaboration within the framework of industry organisations facilitate dialogue, learning, the detection of trends and the search for solutions to needs that arise in a world that requires an increasingly efficient management of, and equitable and reliable access to, water resources.

Specifically, this sectoral collaboration allows the sector to defend and promote shared interests and facilitates communication between the various agents involved in the whole water cycle, enabling the exchange of knowledge in research and training and the management of technical, human, legal, administrative and economic aspects.

Furthermore, this collaboration gives rise to cooperation with authorities and governments in the area of technological research and development and in preparing legislation, regulations and the latest technical developments, enabling businesses to stay one step ahead of regulatory changes and gradually adapt to new requirements.

While **aqualia** is a member of various forums and associations, from a corporate responsibility perspective its work with the Spanish Water Supply and Sanitation Association warrants special mention.

**aqualia** is a member of the steering committee and promoted the formation of a working group on Corporate Social Responsibility (CSR). This initiative facilitated the implementation of projects such as the publication of the first CSR guide for companies in the water sector. In 2010, the AEAS conferences were a noteworthy event, bringing together companies in the sector and other organisations that represent their stakeholders.

### Associations and forums of which **aqualia** is a member

- Spanish Water Supply and Sanitation Association (AEAS)
- Spanish Association of Water Desalination and Recycling (AEDyR)
- Association of Water and Sanitation Supplies of Andalucía (ASA)
- Technological Water Treatment Association (ATTA)
- Catalan Water Services Grouping (ASAC)
- PPP Infrastructure forum
- Spanish Association of Potable Water Services Management Companies (AGA)
- European Federation of National Associations of Water and Wastewater Services (EUREAU)



## Trade fairs and events

As part of these relationships and the effort made to be close to trends and debates in the sector, **aqualia** attends various forums and events throughout the year. A number of meetings of interest to the water sector were held in 2010 and **aqualia** attended a large number of these; nevertheless, special mention must be made of the three international events at which it was present.

In order to promote the aqualia brand in these markets, **aqualia** was present at the Saudi Water and Power Forum in Jeddah, Saudi Arabia, and at Desachile, the desalination trade fair held in Antofagasta. **aqualia** participated actively in both events with technical presentations. Furthermore, for another year **aqualia** attended the conferences and awards ceremonies organised by the industry publication Global Water Intelligence in Paris. On this occasion, **aqualia** received an award for closing finance for the New Cairo water purification plant in Egypt.

### Sector events in which aqualia participated in 2010

- II Forum Mérida (Badajoz)
- XXV Edition of the Salón Ovino in Castuera (Badajoz)
- Expobarros 201 Trade Fair in Villafranca de los Barros (Badajoz)
- San Mateus Elvas Trade Fair (Portugal)
- XXX AEAS Technical Sessions (Seville)
- Lunch-conference: 'Engineering and Water Management Through Time: Learning from History'
- International Trade Fair on Sustainable Construction and Efficient Ewater and Energy use (Eco-construction Trade Fair, Seville)
- FCC sessions with Grupo Joly: 'Water management methods in supplying towns'
- Langreo Renewable Energy Trade Fair (Langreo)
- Saudi Water and Power Forum, Jeddah (Arabia Saudi)
- Global Water Intelligence Summit (Paris)
- Desalchile, trade fair on desalination in Antofagasta (Chile)



Saudi Water and Power Forum in Jeddah (Saudi Arabia).



aqualia's stand at the XXX AEAS Technical Sessions in Seville.



Customers.  
United by water.





**aqualia** manages an essential basic resource for its customers, a fact that highlights the commitment and strictness of the requirements the company takes on itself when carrying out its operations.

**aqualia** wants to build a relationship based on trust and shared responsibility with its customers, so that the latter can access water that is satisfactory in terms of quality and quantity and exercise due care in their use of this increasingly valuable resource.

To create this link with its customers, **aqualia** first sets out to put in place all measures necessary to guarantee water quality, ensure supplies and manage pricing for its services in a transparent manner that also meets the technical requirements of those services. However, the company also places great importance on ongoing communication with its customers in order to make its services more accessible, find out what their interests are and, finally, gauge their satisfaction.

**6,995,849 customers connected to water services**

**37,595 km of networks managed.**

**2,658,445 customers connected to sanitation services.**

**16,797 km of networks managed.**

**15% of customers describe service as very good or excellent.**

Water management indicators	2008*	2009**	2010**
People served	6,045,793	6,878,763	6,995,849
Total volume of water produced (m <sup>3</sup> )	559,262,697	656,152,667	667,813,080
m <sup>3</sup> /inhabitant	92.5	95.4	95.5
Length of water supply network (km)	29,696	34,979	37,595
Potable water production capacity (m <sup>3</sup> /day)	4,821,942	4,593,160	6,533,640
Number of drinking water treatment plants (DWTP)	159	176	174
Number of drinking water pumping stations	587	825	888
Number of drinking water reservoirs	2,003	2,482	2,491
Number of sea water desalination plants	6	7	9

\* **aqualia** España. \*\* **aqualia** España, SmVak and Portugal.

## Customer communication ■ ■

**aqualia** sees being in constant communication with its stakeholders as fundamental to the optimal management of its business. In the case of customers and users, the need for communication and dialogue is at its greatest. In this regard, **aqualia** strives to build trust and stable, long-term relationships with its customers.

In 2010, an important milestone in the dialogue between **aqualia** and its customers was the organisation of an **aqualia** Forum with a focus on customers. These forums are the main tool for dialogue between **aqualia** and its stakeholders, and serve as a forum for discussion of **aqualia**'s activities and areas where there is room for improvement.

In May 2010, this **aqualia** Forum analysed the public perception of water services provided to the public. The forum discussed aspects such as expectations of the end customer, the price of water services and the value-added of new online tools available to **aqualia** customers.

**491 businesses with e-billing.**

**67,790 customers receive electronic bills.**



**aqualia's** customers Forum.



# aqualiaOnline



Website of the town of Calahorra.



Website of the town of Oviedo.



Website of the town of Avila.



aqualia's virtual office.

To address these issues, all of **aqualia**'s areas of operation were represented at the Forum. Also present at the Forum were guests from outside the company such as Roque Gistau, a renowned expert in the sector; Jesús Domínguez, Councilor for the Environment and Water Consumption of the city of Alcalá de Henares; Jesús Soria, a reporter with Cadena SER and director of the program SER Consumidor; Fernando Muñoz, Manager at Indra; Rubén Sánchez, Secretary-General of FACUA; Jesús Perán, General Manager of Quota Research; and José Antonio Gómez, Professor of Sociology at the Universidad Carlos III and Deputy Director of MilwardBrown.

Of the conclusions reached at the Forum, the most notable included the need to foster a 'water culture' within the community so that people are aware of the activities of companies that manage the whole water cycle; this way, it is easier to assimilate the costs that make up the tariffs charged for the service. Similarly, aqualia must be able to highlight its operations before the community and, using its prescribers, be able to provide a service that differs from that of the competition.

One aspect addressed at this forum was the online communication tools developed by **aqualia** to improve its customer service. **aqualia** has 20 local websites, customised for each municipality, which customers can use to access the services found in the virtual office **aqualiaOnline**.

**aqualiaOnline** is the channel that allows aqualia customers to perform all of their operations simply and in a safe, rapid and confidential manner 24 hours a day, 365 days a year. From within this area exclusive customer part of the website, **aqualia** customers can amend their personal data, consult tariffs and request electronic bills, facilitate meter readings, pay bills, submit claims or request disconnection, among other services. **aqualia** confirms receipt of all requests and claims from customers, and provides a decision in the affirmative or in the negative. The company also responds to questions and suggestions from customers.

A total of 162,005 **aqualia** customers used the virtual office in 2010, while 491 municipalities had access to electronic billing and 67,790 customers received their bills in electronic format, saving more than 17.5 tonnes of paper.

However, one need not necessarily have access to the internet to be able to contact **aqualia** with ease. **aqualiacontact** is **aqualia**'s customer call centre for users, and is designed to meet customers' needs at any time using specialist account managers with an in-depth knowledge of the water sector. aqualiacontact provides responses to customer service issues (connections/subscriptions, disconnections, changes of ownership/user, answers to queries, the processing of claims, amendment of data, etc.), as well as fault management and assistance reading usage levels.



**aqualiacontact** also highlights innovations to reading and measurement systems for the self-management of usage being introduced by aqualia. These systems measure use without accessing users' premises, making the accurate monitoring of consumption a much more comfortable affair for the customer. At present, 32,008 units that allow this type of monitoring have been installed.

Finally, **aqualia** is involved in direct marketing activities to inform its customers of upcoming initiatives by **aqualia** in their municipalities, new opportunities for the service and business news, or simply to welcome them.

Furthermore, in 2010 **aqualia** conducted a massive nationwide campaign to inform its customers of the channels they can use to contact the company. This campaign consisted of sending out brochures with bills for December 2010, posters and flyers for all customer service offices.

The banner is titled "canales de contacto aqualia" and features a woman smiling while talking on a mobile phone. The text "en línea con tus necesidades" is written vertically. Below the image, there are several contact options:

- OFICINA aqualia**: Avda. de la Constitución, 12
- aqualiacontact**: 902 23 60 23 ATENCIÓN AL CLIENTE
- aqualiaOnline**: www.aqualia.es/talavera
- 902 13 60 13 TEL. DE INFORMACIÓN Y GESTIÓN DE AVERÍAS
- 902 26 60 26 SERVICIO DE AUTOLECTURAS
- FC3** Servicio Ciudadanos
- En persona, por teléfono o por internet. Llegamos hasta ti.
- aqualia** tu compañía del agua

Banner of the campaign 'channels of communication'.

## Main direct marketing activities in 2010

- Presentation letter in Moguer, Hinojos, CR Villamartín and Bajo Andarax.
- Welcome brochure in Moguer, Priego de Córdoba.
- Presentation brochure and explanation of bill in Moguer, Hinojos, Lepe, La Guardia de Jaén, Bajo Andarax.
- Presentation of Customer Call Centre (CCC) in Balanegra.
- Presentation brochure containing new corporate branding on the Costa Tropical de Granada.
- Plan pool filling in Jaén and La Guardia de Jaén.
- Tariff leaflet in Calella (Barcelona) and Cassà de la Selva (Girona).
- Inclusion of new Anglès office (Girona) on bill.
- Presentation brochure on the service and explanation of bill in Monterroso.
- Presentation of WWTP service in Bajo Bierzo.
- Presentation of Santa Cruz de Bezana CCC.
- Brochures containing charges for Pola de Lena municipal swimming pool.
- Brochures on activities and charges for Moaña sports centre.
- aqualia presentation brochure on new service (Nambroca, Gerindote, Alcaudete de la Jara, Cañada, Els Poblets).
- Brochure on new DWTP (Solana del Pino, Llanos del Caudillo and Hellín).
- Brochure on new billing concept at Villamalea.
- Brochures to promote new activities or services (nutrition, paddle tennis), swimming courses, updating of tariffs. CD La Roda, CD Cabezo de Torres.
- Letter sent to customers from Azuaga (Badajoz) introducing the new WWTP.
- Letter sent to customers from Cañaveral (Cáceres) introducing the integral water management service.
- Letter sent to customers from Millán (Cáceres) introducing the integral water management service.



1,269,435 quality controls conducted

12,084 complaints dealt with



Quality control and testing in the Canary Islands.

## Water quality



Ensuring that the water supplied is sufficient in terms of quality and quantity is one of the main objectives of **aqualia**. It is not just the survival of the company at stake, but also the health and well-being of the population. **aqualia** has a Strategic Quality Plan designed to provide customers with a service of the highest quality and in the most efficient manner. This plan contains a series of follow-up indicators that come under four categories: the quality of the water supplied and treated, the quality of service, the technical performance of the network and the level of customer service.

This is a commitment to quality that translates into a series of working dynamics that allow **aqualia** to respond to regulations and controls public authorities impose on this activity. One example of this is the fact that 93.53% of **aqualia**'s plants are certified according to ISO 9001-2000.

**aquaLab**, **aqualia**'s water analysis laboratories, play a fundamental role in monitoring and controlling water quality. These laboratories guarantee the quality of water supplied, testing it each year through more than 720,000 analyses of potable water and 102,000 analyses of waste water a year. All laboratories are accredited according to UNE-EN-ISO 17025.

Drinking water quality	2008*	2009**	2010**
Number of tests at production sites	384,119	597,314	446,023
Number of non-compliant tests at production sites	3,494	2,517	1,473
Percentage of non-compliance	0.91%	0.42%	0.33%
Number of tests for distributed drinking water	413,760	474,647	721,381
Number of non-compliant tests for drinking water	3,183	4,408	2,025
Percentage of non-compliance	0.77%	0.93%	0.28%

\* **aqualia** España. \*\* **aqualia** España, SmVak and Portugal.



**aqualia**'s laboratory in the Canary Islands.

Furthermore, as with all agents involved in the supply of water for human consumption in Spain, **aqualia** must provide information on water management to the National Information on Potable Water System (SINAC) of the Ministry for Health, Social Policy and Equality. The purpose of this system is to provide information on infrastructure for the sampling, treatment and supply of water, water quality control laboratories, etc. In this way, it is possible to detect potential breaches and risks to the population derived



from the intake of water for human consumption, and to provide the community with basic information on supply areas and the quality of water in these areas.

In this way, consumers have public information on quality parameters and controls on the SINAC website (<http://sinac.msn.es>) and on local websites where **aqualia** offers services (also available at [www.aqualia.es](http://www.aqualia.es)). Outside Spain, **aqualia**'s subsidiary in the Czech Republic, SmVaK, shows the basic parameters (updated each week) of potable water on its websites ([www.SmVaK.cz](http://www.SmVaK.cz)) supplied by the main production centres of the Registered Water Supply Department.

The SINAC has different working groups; one of these is led by **aqualia**. This is the working group for improving transparency in information on water quality for users.

On the other hand, apart from public systems for water quality control, **aqualia** undertakes its own commitment in this regard. This is reflected, for example, in the quality charters voluntary entered into with different city councils.

This voluntary commitment of the company guarantees compliance with various parameters in its day-to-day operations, such as the minimisation of deadlines for completing procedures, the resolution of faults, etc. If **aqualia** fails to fulfil any of the voluntary commitments made in these charters, it must pay customers an amount set based on the applicable tariff. In 2010, **aqualia** signed the quality charter with three municipalities plus Campo Maio and Elvas, in Portugal, and Molins de Rei in Spain. In terms of the failure to comply with the **quality charter**, it should be pointed out that there were 55 in the zone of Almería in 2010.



Presentation of the quality charter. Elvas (Portugal).



Presentation of the quality charter. Molins de Rei.



Quality charter. Community of La Serena.

### Municipalities with which aqualia has signed the quality charter

<b>Extremadura delegation:</b>	<b>Badajoz and Mérida.</b>
<b>Portugal:</b>	<b>Elvas and Campo Maior.</b>
<b>South:</b>	<b>Almería and Costa Tropical de Granada (water and services).</b>
<b>East:</b>	<b>Sant Vicenç dels Horts, Molins de Rei and Aigües de Lleida.</b>
<b>North:</b>	<b>Salamanca; Santander; Oviedo; Ciudad Rodrigo; Ávila, Medina del Campo, Arnedo and Vigo.</b>
<b>Centre:</b>	<b>Talavera, the region of Murcia (17 municipalities), Alcalá de Henares, Puerto de la Cruz and Mancomunidad del Algodor (20 municipalities).</b>





Volume of water intake by type of intake	2008	2009	2010
Sea water (m <sup>3</sup> )	10,382,401	10,345,250	6,848,871
Brackish water (m <sup>3</sup> )	0	0	0
Reservoir or similar (m <sup>3</sup> )	340,215,669	398,227,440	318,891,223
Water filtration gallery (m <sup>3</sup> )	1,061,743	1,062,455	925,102
Spring (m <sup>3</sup> )	55,345,450	66,899,150	57,222,550
Tube-well (m <sup>3</sup> )	156,101,333	142,419,635	151,093,725
Dug well (m <sup>3</sup> )	24,164,278	18,695,755	21,733,173
River or similar (m <sup>3</sup> )	77,002,960	72,873,252	71,436,374
Not specified (m <sup>3</sup> )	21,515,846	21,041,143	18,524,792
<b>Total (m<sup>3</sup>)</b>	<b>685,789,679</b>	<b>731,564,079</b>	<b>646,675,810</b>

Note - The figures in the table correspond to **aqualia** España, **aqualia** Infraestructuras in Spain and Algeria, **aqualia** Industrial in Spain and Smvak. The figures for 2008 and 2009 have been corrected in respect of those contained in the report for 2009, since the latter relate exclusively to **aqualia** España.

**667,813,080m<sup>3</sup> of drinking water produced.**

**€70.44 million invested in infrastructure maintenance.**

Example of supply network maintenance.

## Security of supply

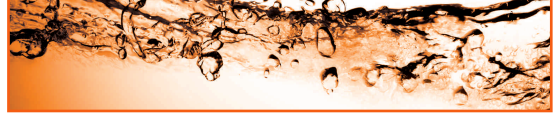


Following its approval, the Water Framework Directive introduced a new scenario in this area: water is no longer considered a resource and becomes a basic element in water systems, which are fundamental to maintaining a good quality environment. **aqualia**, whose business focus is to a large extent determined by this Framework Directive, must provide a response to the challenges posed by this new scenario.

Fundamentally, these challenges are to ensure a correct and regular distribution of water suitable for consumption, as well as the correct purification of water. To this end, **aqualia** promises to exploit resources in a rational, efficient and sustainable manner, ensuring water supplies in the long-term. The main action by the company to fulfil this commitment is the **updating and maintenance of water management infrastructure**.

Managing extensive water-related pipeline networks and maintaining them in optimal condition requires advanced control systems and substantial investment. In 2010, **aqualia** invested 70.44 million euros in this infrastructure to optimise the supply and minimise the risk of collapse or breakdowns in transport infrastructure, an increase of 12.7% on investment the previous year.

The company also has a system for the computerisation of supply networks, called **aqualiaGIS**, so that it can access the necessary data quickly at any time.



Additionally, aqualia incorporates a program for finding leaks into contracts for management of the network. This allows the company to manage water in a rational, efficient and sustainable manner using measures such as the monitoring of minimal nocturnal flows, monitoring of the efficiency of the network or the identification of the sound of leaks, among others.

**aqualia** is also involved in the **maintenance of sanitation networks**.

Both in the design and construction of the necessary infrastructure and the management of waste water, the experience of professionals of the company allows aqualia to make important technological advances that affect the efficiency of management and the quality of treated water.

**aqualia** monitors and manages 16,797km of sanitation networks, with investment of €6.1 million for the relevant maintenance.



Network cleaning process.

	2008*	2009**	2010**
<b>Infrastructure maintenance (€)</b>	<b>53,493,109</b>	<b>62,485,118</b>	<b>70,444,028</b>
<b>Incidents in the supply network (n°/km)</b>	<b>1.41</b>	<b>1.67</b>	<b>1.58</b>
<b>Incidents in the purifications network (n°/km)</b>	<b>2.28</b>	<b>2.14</b>	<b>0.77</b>
<b>Spills of the purification networks (m<sup>3</sup>/day/km)</b>	<b>19.60</b>	<b>13.80</b>	<b>13.87</b>
<b>Linear meters cleaned in the purification network (mL)</b>	<b>4,267,282</b>	<b>4,422,562</b>	<b>4,198,126</b>
<b>Percentage of network cleaned (%)</b>	<b>26.2%</b>	<b>27.2%</b>	<b>25.0%</b>

\* **aqualia** España. \*\* **aqualia** España, SmVak and Portugal.

## Management of tariffs and responsible use



Access to water that is sufficient in terms of quality and quantity is a basic requisite for social welfare and the economic prosperity of any territory. In this context, it appears universally accepted that water is an economic good, scarce and able to be put to various different uses.

Therefore, a price for water services must be set that can only be the produce of a cost-benefit analysis for all needs for and uses of this resource, according to the Water Framework Directive. Economic benefits must be analysed, as must social and environmental benefits.

In line with this Directive, **aqualia** promotes a rate that incorporates all social and environmental costs associated with water consumption into account in order to foster a responsible attitude in water use, and to separate tariffs from the political cycle.

Castellano | Galego | Català | English | Português

**aqualia**

Buscador

Inicio » Comunicación » Consumo Responsable » Buenas Prácticas

**aqualia por un consumo responsable**  
aqualia por un consumo responsable

**Buenas prácticas de ahorro**

**En la cocina**  
Al fregar los platos, no permitas que el agua corra mientras los enjuagas.  
Llena un lado del fregadero con agua para lavar y el otro con agua para aclarar.  
Pon en marcha la lavadora y el lavavajillas únicamente cuando estén llenos.  
En verano, guarda el agua en la nevera o el congelador para mantenerla fría, esto es mucho mejor que dejar que el chorro de agua corra hasta que se ponga fría.

**En el baño**  
¡Date duchas cortas! Antes de ducharte, instala una alcachofa de bajo flujo. No son caras y pueden suponer una gran diferencia en el consumo de agua.  
Cierra el agua mientras te cepillas los dientes, te afeitas, etc.  
Llena de agua una botella de plástico y colócala en la cisterna del cuarto de baño, así ahorrarás 45 litros del volumen de agua que utilizas cada día cuando tiras de la cadena!

**De compras**  
El agua está en las frutas y vegetales que consumes cada día.  
Toma conciencia de la importancia que el agua tiene en todos los ámbitos de la vida.  
Diariamente, considera iniciativas medioambientales inteligentes en lo que respecta a los productos que consumes.  
Consume productos agrícolas que provengan de la agricultura y respeten el medio ambiente. Que no contengan pesticidas, productos químicos y gasten menos agua que la agricultura intensiva.

Zona Infantil  
MEJOR COMPAÑIA DE GESTIÓN DEL AGUA DEL MUNDO  
Centros Deportivos

Tips on responsible water use in **aqualia**'s website.



**Trabajamos por su bienestar**

aqualia, una de las mayores compañías de gestión del agua del mundo, es también la empresa con más experiencia de la gestión del ciclo integral del agua en Frigiliana. Nuestra visión global con un enfoque muy local, nos lleva a estar presentes en más de 120 municipios, atendiendo al mayor servicio a más de 13 millones de habitantes en España y a 17 millones más en el ámbito internacional.

En aqualia cumplimos con toda la normativa del agua tanto nacional como europea, mediante la aplicación de las tecnologías más avanzadas y personal altamente cualificado, para lo que empleamos gran cantidad de recursos y materiales tanto técnicos como humanos.

En aqualia trabajamos cada día por su salud.

**Atención al Cliente:**  
 902 23 60 23  
 Avuelas: (24h)  
 902 18 60 18  
 Lecturas: (24h)  
 902 26 60 26

C/ Grupo de Salinas, 1  
 20788 Frigiliana - Málaga  
 Horario: 9 de 10:00h - 19:00h  
 www.aqualia.es

ayuntamiento de Frigiliana

aqualia una gestión pública

aqualia

Frígiliana

Su compañía del agua

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ayuntamiento de Frigiliana

aqualia una gestión pública

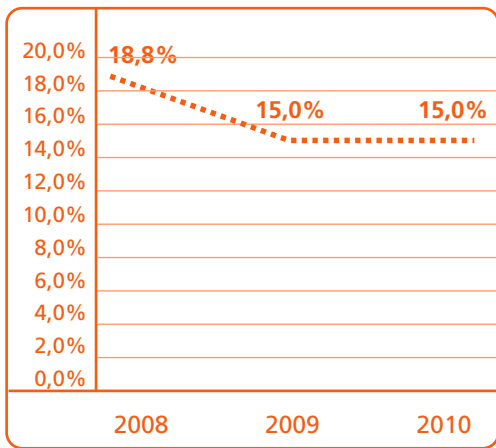
aqualia

Frígiliana

Su compañía del agua

Detailed explanation of the invoice.

**CUSTOMER SATISFACTION RATE**



**aqualia** is transparent with its customers in relation to the cost of services it provides. Thus, invoices issued by aqualia are divided into three charges: a service charge, a usage charge and the charge for investment in maintenance and improvements to infrastructure. aqualia's objective is to reflect real costs in invoices and, furthermore, to discourage excessive water use.

Accordingly, **aqualia** seeks to make its customers aware of the value of this resource and provide access to it for those who experience the most difficulties. aqualia is involved in ongoing research and innovation to perfect water use meter reading and measurement systems in the water supply network so that users can efficiently manage their consumption, and provides tips on its website and invoices on responsible water use and how to reduce water consumption.

**aqualia** also has special tariffs for sectors of the population with special needs: not-for-profit organisations, large families, retirees, young people and others on low incomes receive reduced tariffs.

**Customer satisfaction**



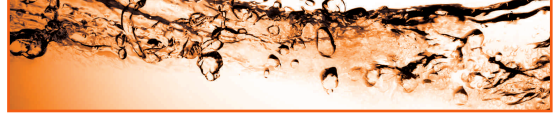
High levels of customer satisfaction with the service provided is the objective of any services company. As demonstrated, **aqualia** has different initiatives for communication and dialogue designed to measure and monitor the satisfaction of its customers in order to take the appropriate steps.

One of **aqualia's** fundamental tools for obtaining information on customer satisfaction and putting the appropriate measures in place as a result is its **satisfaction measurement system**.

By having customers complete surveys, aqualia is able to:

- a) Assess perceptions of the service provided and analyse changes in the excellence of the quality of said service.
- b) Understand customers' specific needs and identify new and better ways of communication that strengthen its relationship with customers and help improve the quality of its service.

During 2009-2010 we conducted 4 customer satisfaction reports. In 2010, 15% of respondents described the service provided by **aqualia** as 'EXCELLENT' or 'VERY GOOD'.



Customer evaluation	2008	2009	2010
Customer complaints	13,241	11,780	12,084
Customer satisfaction (%)*	18.8%	15.0%	15.0%

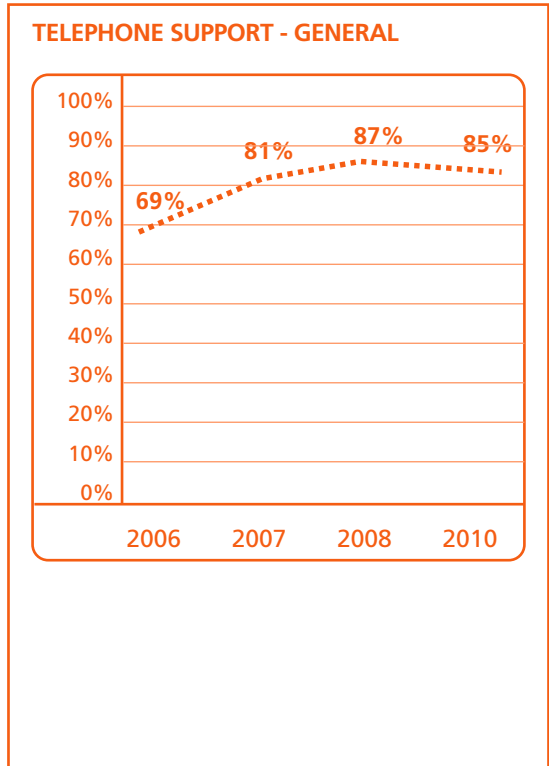
\* % of "very good" or "excellent" responses

Note - information refers to **aqualia** España.

## aqualia contact

85% of the users of the **aqualia contact** service are generally satisfied by the call-centre services.

This rate has decreased by two percentage points from last year, but it is still satisfactory.



## Sport centres

**aqualia**'s satisfaction index is 84.9%.

## Institutional **aqualia** customers

Among the municipal councils interviewed, the services provided by **aqualia** have received an overall rating of VERY GOOD to GOOD except for from one council, which gave these services a REGULAR rating.

GENERAL ASSESSMENT														
Inter.1	Inter.2	Inter.3	Inter.4	Inter.5	Inter.6	Inter.7	Inter.8	Inter.9	Inter.10	Inter.11	Inter.12	Inter.13	Inter.14	Inter.15
G	VG	G	VG	VG	R	G	VG	VG	G	VG	VG	G	VG	VG



Employees.  
Moving forward  
with our team.



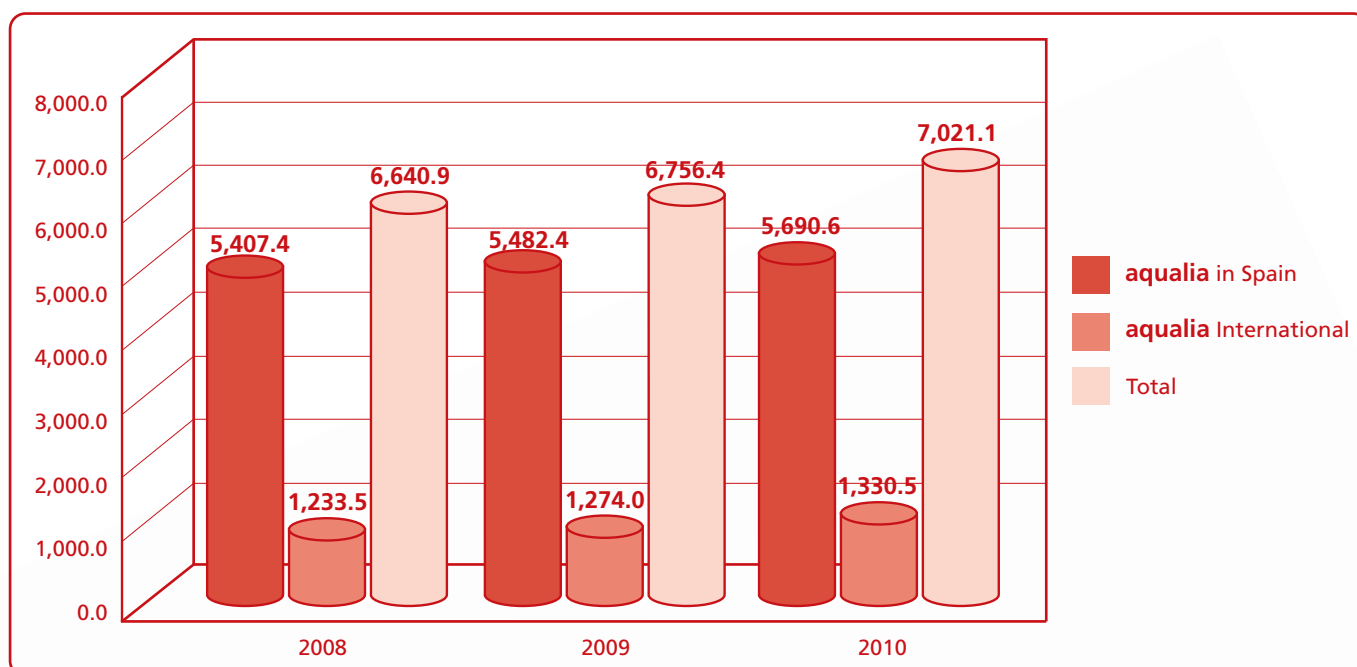


One of **aqualia**'s greatest strengths is its team of professionals: their efforts have enabled **aqualia** to achieve the social, economic and environmental advances described in this report. Aware of this fact, the objective of personnel management at **aqualia** is to make the workplace a secure, welcoming and motivating professional environment for all of its employees and attractive to new candidates.

The FCC Corporate Social Responsibility Master Plan 2009-2010 was the main benchmark in this task in 2010. In this area, talent management, workplace health and safety, diversity and equality, conciliation and internal communications are **aqualia**'s lines of work.

Number of employees	2008*		2009*		2010*	
	Total	Women	Total	Women	Total	Women
<b>aqualia</b> Spain	5,407.4	1,080.5	5,482.4	1,104.6	5,690.6	1,213.0
<b>aqualia</b> International	1,233.5	336.5	1,274.0	332.5	1,330.5	339.0
<b>Total</b>	<b>6,640.9</b>	<b>1,417.0</b>	<b>6,756.4</b>	<b>1,437.1</b>	<b>7,021.1</b>	<b>1,552.0</b>

\* Decimal points refer to consolidated employees from invested companies





## Talent management



The abilities and professional potential of the team at **aqualia** is one of the main current and future assets of the company. For this reason, **aqualia** wants to encourage as much as possible the professional development of its personnel and build strong, versatile teams to address the important challenges posed by markets. Investment in ongoing training and fostering equality and diversity in personnel management are two of the factors that make this possible.

## Equality and diversity

Workforce composition	aqualia in Spain						aqualia infraestructuras					
	2008		2009		2010		2008		2009		2010	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Category 1	87.0	173.0	91.4	173.5	84.2	159.5	13.0	32.0	14.5	39.0	12.5	39.5
Category 2	98.0	336.0	99.8	345.6	115.5	333.2	8.0	26.0	9.5	41.5	9.0	38.5
Category 3	690.0	368.0	683.7	381.8	628.3	339.2	23.0	34.0	20.6	37.1	22.5	36.6
Category 4	140.0	3,216.0	199.9	3,449.0	326.0	3,479.0	0.0	55.0	5.5	81.7	5.0	48.5
Total employees	1,015.0	4,093.0	1,074.8	4,349.9	1,154.0	4,310.9	44.0	147.0	50.1	199.3	49.0	163.1
Total % Women	19.9%		19.8%		21.1%		23.0%		20.1%		23.1%	

Workforce composition	aqualia Industrial						SmVak					
	2008		2009		2010		2008		2009		2010	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Category 1	5.0	21.0	4.0	18.0	3.0	14.0	10.0	29.0	10.0	95.0	10.0	29.0
Category 2	3.0	16.0	3.0	17.0	3.0	16.0	175.0	131.0	169.0	133.0	176.0	135.0
Category 3	12.0	17.0	15.0	15.0	12.0	11.0	15.0	0.0	15.0	0.0	15.0	0.0
Category 4	2.0	27.0	2.0	22.0	2.0	21.0	99.0	528.0	95.0	536.0	90.0	531.0
Total employees	22.0	81.0	24.0	72.0	20.0	62.0	299.0	688.0	289.0	764.0	291.0	695.0
Total % Women	21.4%		25.0%		24.4%		30.3%		27.4%		29.5%	

Category 1 - Managers, Directors, heads of departments, heads of service and works directors.  
 Category 2 - Master's degree holders, heads of division, heads of negotiation, foremen and graduates.  
 Category 3 - Assistants and technical assistants, administrative staff and mid-level managers.  
 Category 4 - Operators and junior employees.

**7,021 employees.**

**4% more than in 2009.**

**22.1% women.**

**8% more women than in 2009.**

One of the main sources of talent for a business is in the creation of diverse teams that function with a solid sense of equality and non-discrimination. **aqualia** is making an active effort to promote a culture of equality among its employees, with the Equality Plan approved in 2009 one of the main references in this regard.

Progress made in the introduction of this tool has resulted in **aqualia** receiving the Equality in Business award, which is awarded to businesses that are notable for their application and implementation of plans and policies to promote equal opportunities in their organisations. This distinction, which is awarded by the Ministry for Health, Social Policy and Equality, is valid for three years and for **aqualia**, constitutes an important incentive to continue developing its Equality Plan.



## Equality plan

In 2009, **aqualia** approved an Equality Plan with the agreement of its trade union representatives and in accordance with the Equality Act 3/2007. With approval for this plan, an agreement was reached to introduce a series of measures and activities aimed at promoting a business culture that leads to greater respect between employees, equality of opportunity for women and men and the inclusion of diversity.

A year after the Plan was approved, a significant effort was made to disseminate both the Plan and the Code of Ethics, as well as the protocol on harassment and channels for reporting this conduct via the intranet and **aqualia** news bulletins. Above all, however, an effort was made to emphasise that significant progress had been made in the introduction of anticipated measures.

To avoid any form of discrimination between men and women when choosing candidates for a position, a number of measures contained in the **aqualia** Equality Plan in 2010 were adopted:

1

Training in equality for people directly participating in selection processes.

2

Standardization of selection procedure interviews in order to make sure they only include information which is necessary and relevant for the position.

3

Establishment of specific guidelines so that selection procedures only concentrate on those qualifications required for the position.

4

Gender disaggregated information regarding the applications for selection procedures. This provides us with regular information regarding the amount of women who have applied for a position and those which have finally been selected.

5

Eliminate all questions regarding the family situation of applicants in selection procedures which can lead to discrimination.

6

Use non-sexist language in all the call for applications, offers and publications.

7

Include a document about **aqualia's** commitment towards Equality Law in the employment application form and in the web's template for curriculum vitae.

In addition to these measures relating to access to employment, **aqualia** has created a new Department of Organisation and Compensation within the Human Resources Division. The responsibility of this department is to ensure that the company is organised efficiently, attending to positions, with no consideration as to who occupies these positions. In this way, gender is no longer taken into consideration.





Managers at the 'red card' campaign.



Employees supporting the 'red card' campaign.

Along these lines, remuneration policy is in response to levels set for each position, ensuring that discrimination does not occur. To this end, a classification has been prepared referring exclusively to positions, not people.

Once this classification was complete and in a second phase, **aqualia** conducted an internal fairness study to reveal the reality within the company, detecting deviations and situations that did not comply with objective criteria. To complete the analysis, the market value of each position was calculated. While in the market there can be dysfunctions with salary discrimination towards women, when making the comparison of positions such unfair outcomes are not transferred to the internal organisations.

In relation to conciliation, **aqualia** has established separate records for each gender of the use of different means of conciliation currently in use at the company to obtain desegregated percentages and confirm the future trend of sharing out family responsibilities between men and women. A joint responsibility and quality guide has also been posted on the **aqualia** intranet site.

In the area of training, training modules have been prepared that facilitate the dissemination and an awareness of the Code of Ethics, the equality plans and protocol on harassment using practical questions that cover situations that can arise on a day-to-day basis in **aqualia**'s operations. Specifically, the modules cover the following issues: equality in access to employment, promotion and training, policies on flexibility and conciliation, equality plans, introduction to harassment, definitions, a decalogue on harassment prevention, conflict resolution procedures, the Code of Ethics, communication procedures and guidelines for conduct.

Above all, this activity is aimed at management, followed by employees with IT equipment (around 1,000 people) then other personnel within the company, at all times guaranteeing that new members of staff will have access to this type of training.

Also in relation to harassment prevention, **aqualia** has worked to guarantee channels for the confidential reporting and treatment of the same. To this end, awareness campaigns have been held on harassment procedures, publishing the harassment protocol on the FCC intranet site and the **aqualia** website. Training has been provided to people responsible for handling accusations of sexual harassment or harassment on grounds of gender with specific training in this area and, in cases of accusations of sexual harassment or harassment on grounds of gender, the person who reports such conduct will be able to have their accusation processed by a man or a woman.



Finally, **aqualia** has sought to lend its support to efforts to combat gender-based violence, signing a collaboration agreement with the Ministry for Social Policy and Equality to promote an awareness of gender-based violence and the integration of victims into the workplace. As a first measure in teaching an awareness of gender-based violence, in 2010 **aqualia** distributed at all of its places of employment signage with the “Red Card” and “Save the Children” campaigns, as well as the dissemination of these campaigns on the intranet.

Nevertheless, it should be remembered that equality does not only relate to gender. Equality has to be achieved for many groups in the workplace, such as the disabled. In 2010, **aqualia** continued with its plan to recruit persons with disabilities. As a result, it employed 12 more disabled people than in 2009 to bring its total number of disabled employees to 82.

## Training

Ongoing training is a basic pillar in the professional progress of employees and a factor in the success of the company in meeting its business objectives. In short, training is a source of qualification and motivation for professionals who wish to share the challenges faced by the company where they work. **aqualia** wants to provide all of its team with opportunities for professional development. To do this, it is designing development plans that provide four types of training in order to provide training that is in line with the profile and expectations of each employee.

Specifically, **aqualia** España made significant efforts in terms of training its employees in 2010: last year, **aqualia** invested €380,605 in training, an increase of more than 60% on 2009. This investment provided 5,710 employees with 52,198 hours of training in areas such as quality, customer management, communication, workplace risk prevention, management skills and technical training related to water management and laboratory work.

Furthermore, some of the 406 courses that took place were given thanks to agreements with universities and business schools. **aqualia** has worked with the business schools to train its employees mainly in the areas of marketing, management skills and corporate social responsibility.

Within this framework of collaboration with universities, in 2010 **aqualia** endorsed courses with the Water Technology Institute (ITA) of the Universidad Politécnica de Valencia to train its employees on issues in the technical area.



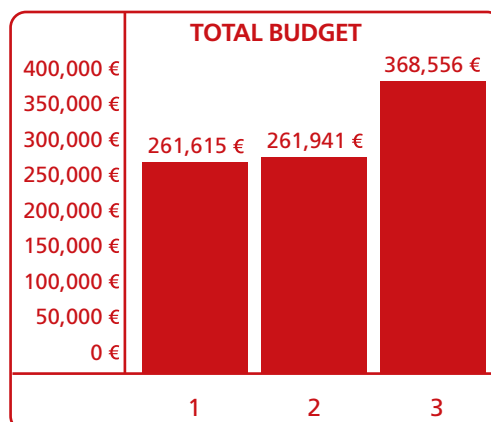
'Red card' poster at **aqualia**'s offices.

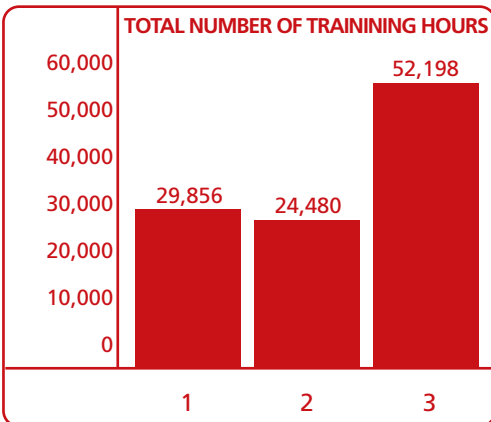
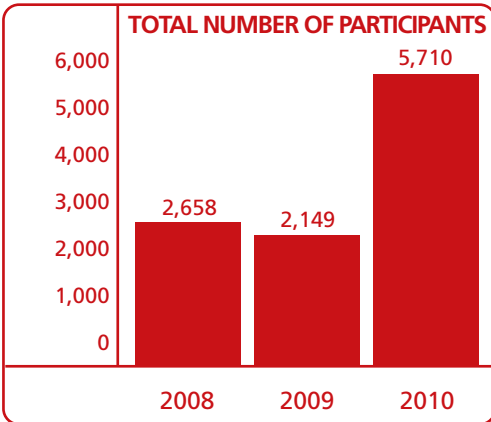
**52,198 hours of training.**

**5,710 employees given training.**

**406 courses given.**

**€380,605 invested.**





At the same time, the second edition of the Superior Managerial Development Program (SMDP) was offered. The purpose of this program, which is taught by professors from the Universidad de Nebrija, external companies and **aqualia** executives, is to provide participants with the knowledge, skills and activities required to form an lead a working team able to achieve the results expected within the company. In this way, students received a global vision of business management, with content that ranged from financial analysis to the legal framework and innovation and time management, effective presentations, marketing, customers and strategic planning.

The second edition of the SMDP was attended in greater numbers by personnel from the international section of the company, helping create a team of employees with the training to assume and carry out functions of all kinds of the business, with multidisciplinary training and a global vision. This is a very important asset for a company such as **aqualia**, which has seen such strong growth internationally in recent years.



Second edition of the Superior Managerial Development Program (SMDP).

Training development	2008	2009	2010
Total participants	2,658	2,149	5,710
Number of trainings	238	206	406
Total budget (€)	€261,615.00	€261,940.56	€368,556.00
Forfeited amount (€)	€278,103.00	€235,834.94	€380,605.30
Bonuses S.S. (€)	€243,169.20	€165,843.08	€275,914.92
Bonuses/forfeited amount relation	87.4%	70.3%	67.8%
Forfeited amount per participant (€)	€104.63	€109.75	€66.66
Forfeited amount per employee (€)	€58.76	€49.83	€77.87
Number of training hours	29,856	24,480	52,198

Note - information refers to **aqualia** España.



## Internationalisation

The internationalisation of **aqualia** and FCC raises new scenarios in personnel management, reassessing even further where appropriate the need to attract and retain talent. **aqualia** wants its growth to be the growth of its professionals and, therefore, invites them to participate in this international adventure. This is an attractive option for developing any professional career.

In view of the above, aqualia has a project called Movilidad Internacional ("International Mobility") designed to identify all candidates with the appropriate profile and potential to carry out activities overseas. All information required to participate in the project can be found on the intranet site. In 2010, 12 employees were assigned to posts in countries such as Egypt, Saudi Arabia, the United Arab Emirates, Romania and Algeria.

### 12 employees to be based overseas through the International Mobility program

**Empresa Movilidad Internacional - Presentación del Proyecto**

El Grupo FCC ha experimentado un crecimiento internacional extraordinario en los últimos años y aquel teniendo objetivos ambiciosos al respecto en el Plan Estratégico actual (2008-2010), para cuya consecución se espera de aqualia una contribución destacada.

Somos conscientes de que aqualia posee excelentes profesionales que pueden estar interesados en enriquecer su trayectoria profesional participando en proyectos internacionales. Además, la empresa está promoviendo de una manera decidida el perfil internacional de sus empleados.

Estamos permanentemente identificando candidatos con potencial para llevar a cabo misiones o, incluso, una carrera profesional en el extranjero. Para ello, contamos con un equipo de trabajo formado por los responsables del área de Recursos Humanos de aqualia: Zona Norte, Jesús Rodríguez Bernabé, y de Zona Centro, Carmen Rodríguez Gómez, que lidera como Director de Recursos Humanos Internacional de FCC.

Sugerimos que consulte todos los apartados de esta sección de "Movilidad Internacional" de la intranet de aqualia para conocer mejor las características de este proyecto.

Si estás interesado en la movilidad internacional, debes cumplir con tus datos el apartado "Quieres participar" sabiendo que éstos serán tratados con total discreción y que podrás actualizarlos o rectificarlos en cualquier momento.

Cuando se presenten oportunidades que se adapten a tu perfil y especialidad, nos pondremos en contacto contigo para contarte personalmente la misión del puesto y las condiciones correspondientes.

Además, en el apartado "Ofertas de empleo" podrás encontrar los procesos de selección interna abiertos para contratos internacionales y, en su caso, cursar tu candidatura para cualquiera de ellos.

Por último, si deseas cualquier aclaración o información adicional, puedes encontrarnos en las siguientes direcciones:

**Administrador**

**Buscador General**

**WINNER Global Water Awards 2010**

**Centros Deportivos**

**aqualia**  
D. Jesús Rodríguez Bernabé  
C/ Federico Sainzón, 13 - 2ª  
28016 Madrid  
Tel: 913.598.400  
Fax: 913.597.411  
Móvil: 629.209.316  
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**aqualia**  
D. Carmen Rodríguez Gómez.  
C/ Federico Sainzón, 13 - 3ª  
28016 Madrid  
Tel: 913.598.400  
Fax: 913.437.468  
Móvil: 696.990.997  
e-mail: cdrodriguez@fcc.es

Agradeciéndote el interés, te saludamos atentamente,  
José María Herrero Mateanzón  
Director de Recursos Humanos Internacional de FCC

Descargar Presentación

## Workplace health and safety

The health and safety of employees represents an ongoing and day-to-day effort in aqualia's activities. **aqualia** has a health and safety policy that is in alignment with the general objectives established by FCC. This policy is applied to the whole of the aqualia workforce, as well as to those activities undertaken with business and joint venture partners.

This is an effort at prevention in which aqualia invested 3,271,082 euros in 2010, or an average of 570 euros per employee.

International mobility Project website.

106 courses on health and safety in the Training Plan.

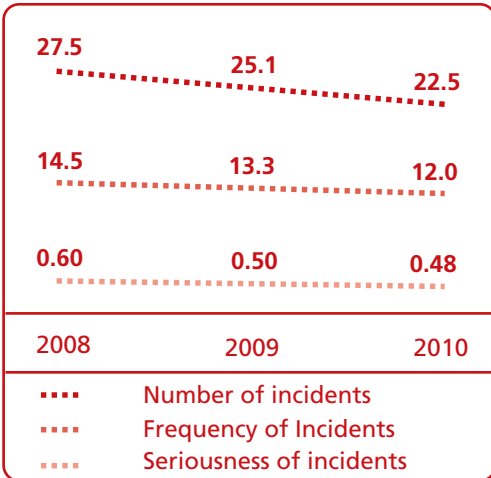
18,337 hours of instruction given.

21 health and safety committees that represent 2,323 workers.

Health and safety	aqualia in Spain			aqualia infraestructuras			aqualia industrial			SmVak		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
Total working hours	9,905,481	9,922,461	10,290,035	248,439	255,611	241,689	232,473	234,457	222,524	1,589,041	1,624,700	1,644,062
Working days lost	72,495	67,544	67,972	703	1,190	684	650	852	1,236	14,881	8,598	7,440
Number of fatalities resulting from an occupational accident	0	0	0	0	0	0	0	0	1	0	0	0
Number of sick leaves due to occupational accidents	148	132	124	1	1	1	2	0	4	21	2	4
Number of major sick leaves due to occupational accidents	2	2	2	0	0	0	0	0	0	0	0	0
Total of major accidents	2	3	4	0	0	0	0	0	0	0	0	0
Working days lost due to occupational accidents	6,146	5,006	4,960	47	15	7	9	0	153	426	30	81
Working days lost due to common sickness	66,349	62,538	63,012	656	1,175	662	782	852	1,083	14,445	8,568	7,359



### FATALITY RATES



Note: Accident data refer to **aqualia** España.



Health and safety at work course.



Operational equipment: glasses, mark, gloves.

It should be pointed out that **aqualia**'s commitment to the health and safety of its employees applies in all countries where it operates. In 2009, **aqualia** had the support of an external consultant to guarantee this commitment in Italy and Portugal, and in 2010 the resources allocated to workplace risk prevention (WRP) in Mexico, Czech Republic, Algeria, Egypt and Romania increased. Furthermore, a specific guide for the implementation of WRP in **aqualia** contracts overseas has been prepared.

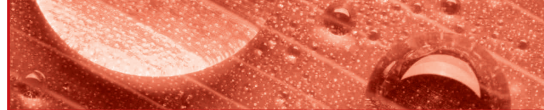
Nevertheless, all of the effort made in the workplace risk prevention is futile without the involvement of employees and the internal dissemination of the role of the WRP department. In 2009, **aqualia** developed an internal communication campaign with this objective and in 2010, materials were created for publication on the safety notice boards at each facility and employees were informed in a timely manner of the most significant incidents in monthly notices.

In terms of health and safety in the workplace, in accordance with the Annual Training Plan 106 courses were given to 1,461 employees on the following areas:

- Basic risk prevention
- Emergency plans
- Electricity risk safety
- Working in confined spaces
- Works at altitude
- Preventative management for bosses, technical staff and managers

Of particular note among these activities was an awareness day held for management on criminal responsibility. 24 top-level **aqualia** executives attended this event.

Finally, and separate from the Annual Training Plan, 205 courses were given on specific risks and 561 **aqualia** employees participated in courses given by the Spanish Association of Potable Water Services Management Companies (AGA) in 2010 on works with fibre cement and explosive atmospheres.



## Other notable WRP initiatives in 2010

### Investigation of incidents

848 incidents were investigated in 2010, 40% more than in 2009.

### Internal audit

**aqualia** has an annual internal audit program. Under this program, 20% of work centres are audited each year.

### External audit and OHSAS 18000 certification

Since 2005, when it received certification according to OHSAS 18000, **aqualia** has been audited each year by a specialist external auditor.

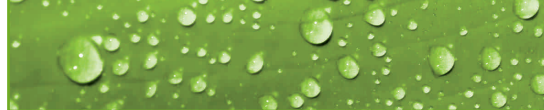
### IT management

Purchase of a specific IT application for works that can be used to formulate health and safety plans that meet the needs of the same.



The environment.  
Reducing our  
environmental impact.





**aqualia**'s mission is to obtain water and prepare it for human consumption in accordance with strict quality controls. It must subsequently distribute and treat the water in order to return it to nature in satisfactory amounts and of sufficient quality, ensuring that the resources and materials used in the process are used in an efficient and sustainable manner.

To ensure that this occurs, **aqualia** is implementing a series of initiatives as part of the environmental policy of FCC. This policy establishes criteria for a more efficient use of natural resources, a more rational use of energy, the identification of risks associated with the activities of the company and a special effort in terms of innovation, the spearhead of more sustainable development.

Nevertheless, the most notable aspect is the contribution made by **aqualia** to the protection of the environment, starting with research and development. **aqualia** has three lines of work in R&D, with one of these dedicated to sustainability. Hence, a large proportion of **aqualia**'s R&D projects are designed to reduce the environmental impact of the company, with research being conducted on how to reduce energy costs, the use of sewage sludge as a resource and the creation of alternative treatments.

## Management of environmental impacts



For the most part, **aqualia**'s activities do not have a major impact on bodies of water, the main source of the resource that sustains the company in order to conduct its business. On the contrary: **aqualia** is looking for the best way to remove contaminants from water and reduce the danger posed by spills, using the latest technology available for this purpose.

**18% increase in investment in R&D projects.**

**491,643,721 kWh consumed in integral water management.**

**29,300,554 kg of reagents used.**

**156,286,111 kWh of renewable energy consumed.**

**PROACTIVA**  
M E D I O A M B I E N T E

A FCC-Veolia company

Proactiva Medio Ambiente answers the demand for basic water services, providing a service that is adapted to each group. Thanks to its capacity for innovation and development, its experience in the environment and its international presence, Proactiva generates value-added and social and human value in the area of water and waste.

Also aware of the reality and difficulties faced by each town, Proactiva offers a multitude of contractual arrangements, adapted to local parameters.

To ensure the quality of its service, Proactiva is increasing the number of community initiatives through customer service branches, the internet and agencies and conducting ongoing surveys in order to find out what our customers expect from us and be in a position to meet their needs before they arise.

Environmental impacts	2008*	2009**	2010**
Drinking water treatment plants (DWTP) managed	266	296	301
Treated volume (m <sup>3</sup> )	434,231,135	487,374,286	522,413,972
Treatment network (km)	16,123	14,704	16,797
Tests	128,530	107,912	102,032
Non-compliance	5,462	5,288	5,188
sludge production (Tn)	290,746	265,464	241,887
Solid waste produced (m <sup>3</sup> )	24,750	89,845	43,963

\* **aqualia** España. \*\* **aqualia** España, SmVak and Portugal.





## WWTP Este de Gijón (Asturias)

In late 2010, aqualia secured the contract to build a waste water treatment plant in Gijón in 2011. The construction of this WWTP will require special work with the population living near the plant and special efforts in particular to reduce environmental and visual impacts, as well as noise pollution and odours, etc. The location of the plant means that innovative solutions are required to provide an adequate response to the demands of the community. Therefore, the following aspects have been taken into account in the design process:

1.- Minimisation of the space used, with the subsequent reduction in visual and environmental impacts on the area. One of the main premises is to maintain current grove intact, so that it can be used as a leisure area. Furthermore, the structures planned are not industrial; rather, the structures and landscape have been designed in a manner that is in keeping with the theme of the project.

2.- Minimisation of noise and odours: Its location near a housing development means that ensuring that the facilities have little or no acoustic or environmental impacts on the area is essential.

3.- Optimisation of energy consumption.

4.- Maximisation of alternative uses of the plot. A more compact design has made it possible to concentrate a larger number of service buildings into a smaller area and freed up space for leisure purposes. There are plans for playing fields, fountains and gardens that, together with the existing grove, will create an attractive area for residents.

Consideration of these aspects will allow important improvements to be made on the base solution:

- Less of the plot occupied (a reduction of 5,057.7 m<sup>2</sup> in area occupied to 3,315.89 m<sup>2</sup>), reducing its impact as a result.
- Larger leisure area available.
- Less civil works.
- Menor coste de ventilación y desodorización, resultando en un menor

**88.2% coverage of ISO 14001 systems for aqualia España and aqualia Infraestructura.**

However, the source of the water can have a significant impact on the environment. In this section, **aqualia** puts special emphasis on and works towards a responsible use of water resources in areas where it is present. All of **aqualia**'s operative divisions must draft environmental plans as a tool to prevent the risks derived from their own activities. Each plan identifies the environmental aspects to be taken into account, as well as legislation applicable in each case. From that point onwards, criteria are set to assess said impacts and measures adopted and to be adopted to meet the objectives set.

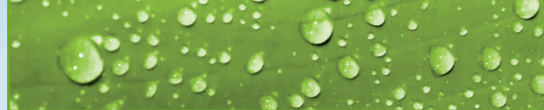


Adeje's plant reduced the visual and acoustic impact to a minimum.

An essential part of fulfilling these plans is the availability of environmental management systems. In view of this, **aqualia** continues to introduce and expand the scope of ISO 9001 and ISO 14001 certification for all activities undertaken. This allows plans to be standardised and to ensure maximum quality and care.

Other impacts of **aqualia** are the greenhouse gas emissions that result from its energy consumption, the production of waste derived from waste water treatment and the construction of new plants and the brine that comes from obtaining water for consumption using sea or brackish water.

In the case of the latter, for each litre of water extracted approximately half is desalinated. The remaining brine can have a negative effect on the flora and fauna where it is disposed of. **aqualia** conducts studies to identify, standardise and assess the impacts of the operation of desalination plants, thus obtaining valuable information that will allow the company to minimise the negative impacts of desalination.



**1.2% of water comes from desalination plants.**

**200,214 m<sup>3</sup>/day of total capacity.**

### **Improvement of habitat of the lagoons of Medina del Campo**

**aqualia** holds the concession to manage the whole water cycle in the municipality of Medina del Campo (Valladolid). In 2004, the Medina del Campo waste water treatment plant came online, replacing the previous system of surface-aerated basins. Despite this, migratory birds were seen that still stayed at the lagoons for short periods.

In view of such events, in 2008 the idea to restore the ecosystem of the lagoons was born. A decision was made to insert water of better quality in order for it to be suitable for marine life and, since then, **aqualia** has made various improvements to its plants to improve the treatment process and water treatment capacity, as well as processing times.

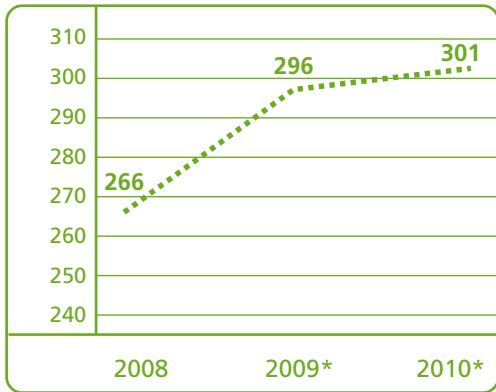
A series of goals were achieved in 2008-2010, such as the start-up of the water distribution chest, the creation of different ecosystems, the construction and positioning of floating islands and the repopulation of fish and birds of prey. **aqualia** has also conducted communication campaigns, awareness lectures and open days - aimed at households and industrial users - to teach the population how to correctly dispose of fat and oil in water that reaches the waste water treatment plant in order to also reduce the operating costs of the same.

At present, the environmental objective of improving the habitat of the lagoons in Medina del Campo has been achieved. A marine ecosystem has been created with different environments that allows biodiversity in species to develop (an average of 300 birds a month of 52 different species) and creates new microsystems.



4,198,126 m of network cleaned.  
275,716 Tn of sludge produced.

**DRINKING WATER TREATMENT PLANTS (DWTP) MANAGED**



## Waste management

Inevitably, the integral management of the water cycle involves the production of waste, from the construction of plants to the treatment of waste water. **aqualia** is constantly innovating to find ways and methods that reduce this waste to a minimum. In this sense, the activity undertaken in R&D&i lends support to this line of via the introduction of new technologies that allow aqualia to:

- Reuse and use sludge produced in the waste water treatment processes at WWTP. Once it has been dehydrated and composted, this sludge can be reused for agricultural purposes.
- Generate biogas using the residual waste of water digested by bacteria in the digester. This allows said waste to be used as fuel for the boilers that feed the digester, as well as for electricity.

In addition, **aqualia** Infraestructura has a waste management system and strategic plan whose priorities include the reduction and reuse of waste from construction and demolition (earth and rubble) at projects.

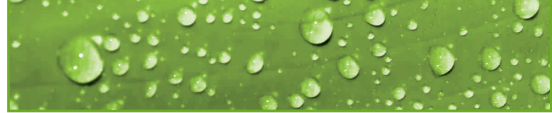
Waste management	2008	2009**	2010***
Hazardous waste (Tn) <sup>1</sup>	14	4,984	7,374
Non hazardous waste (Tn)	224,463	224,581	338,845
Total waste produced (Tn)	224,477	229,565	346,219
Sludge produced (Tn)	290,746	265,464	241,887
Solid waste produced (m <sup>3</sup> )	24,750	89,845	43,963

\* including **aqualia** España \*\*including **aqualia** España y SmVak \*\*\* including all **aqualia** divisions

<sup>1</sup> **aqualia** España's current information management systems make it impossible to obtain reliable data. **aqualia** is working in order to be able to report this information in future reports.



Night views of El Ejido's WWTP (Almería).



## Climate change

One of the main axes of the FCC Master Plan is the battle against climate change. **aqualia**'s activities have a special impact on the environment due to the high level of energy use of their plants that are necessary for the correct production of quality water for the supply and subsequent purification of water. As a result, **aqualia** has begun to regularly measure total CO<sub>2</sub> emissions, both direct and indirect, including all of its international businesses, contracts and activities.

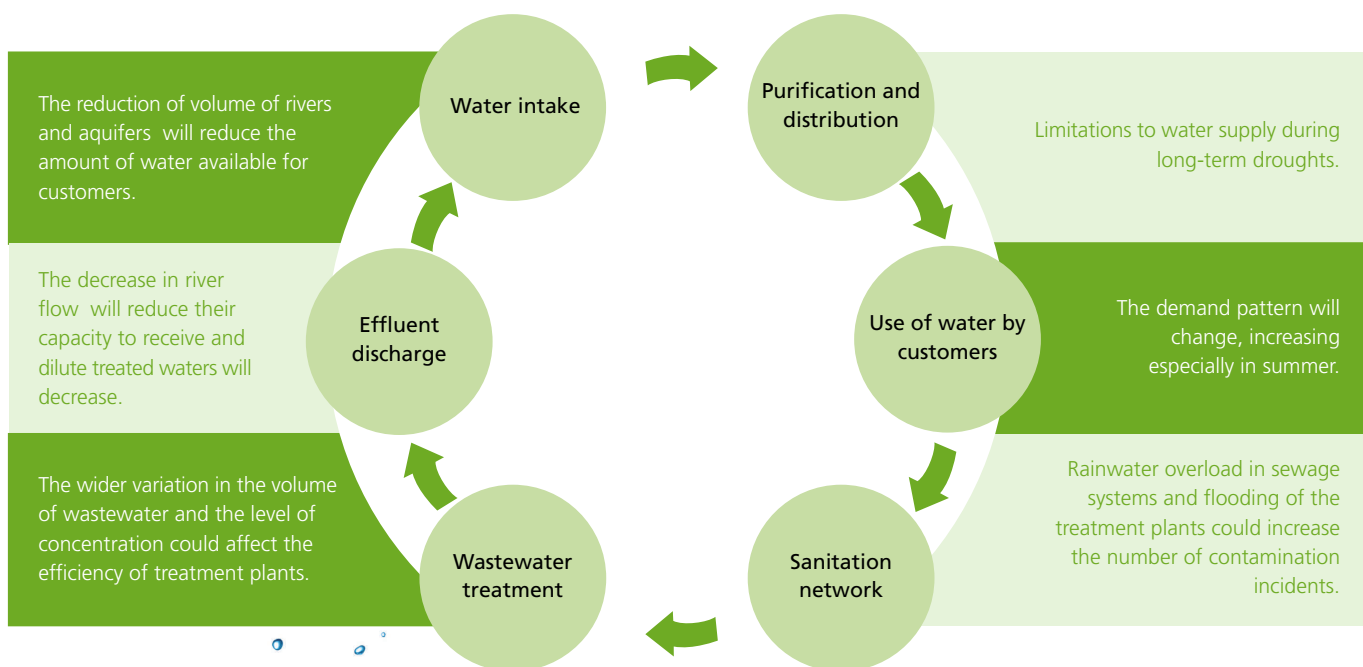
**444,563,241 kWh consumed.**

**20,283,760 kWh produced using biogas.**

**32% more than in 2009.**

**156,286,111 kWh consumed from renewable energies.**

### Climate change impacts on **aqualia**'s business



### Energy management systems

In 2010, the energy management systems of the contracts of La Solana and WWTP Valle de Orotava were certified according to UNE-EN 16001.

The objective is to improve the energy efficiency of processes and establish implementation goals. This allows **aqualia** to improve how its plants are managed with the corresponding reduction in consumption and emissions.

In the next few years, efforts will continue to broaden the scope of the systems to other contracts.





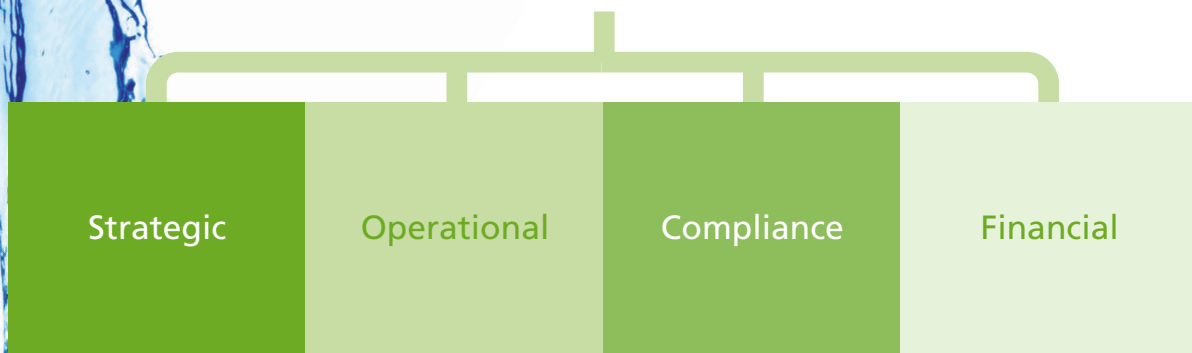
Energy consumption and emissions	2008		2009		2010	
	GJ	TnCO <sub>2</sub> e	GJ	TnCO <sub>2</sub> e	GJ	TnCO <sub>2</sub> e
<b>Direct</b>						
<b>aqualia</b>	75,385.0	5,231.7	3,246,854.5	240,288.0	772,918.0	59,166.0
<b>aqualia infraestructuras</b>	660,290.1	45,824.1	1,251,982.0	92,772.0	134,147.0	3,404.5
<b>aqualia industrial</b>	0.0	0.0	0.0	0.0	0.0	0.0
<b>SmVak</b>	-	-	136,063.0	9,982.0	232,292.0	17,041.7
<b>Sub-total</b>	<b>735,675.1</b>	<b>51,055.8</b>	<b>4,634,899.5</b>	<b>343,042.0</b>	<b>1,139,357.0</b>	<b>79,612.2</b>
<b>Indirect</b>						
<b>aqualia</b>	1,520,653.3	166,552.9	1,601,957.0	175,458.0	1,598,598.0	80,466.0
<b>aqualia infraestructuras</b>	4,354.0	476.9	107.5	11.8	0.0	0.0
<b>aqualia industrial</b>	584.1	64.0	464.2	50.8	501.9	55.0
<b>SmVak</b>	-	-	117,543.4	12,874.0	0.0	0.0
<b>Sub-total</b>	<b>1,525,591.4</b>	<b>167,093.8</b>	<b>1,720,072.1</b>	<b>188,394.6</b>	<b>1,599,099.9</b>	<b>80,521.0</b>
<b>Total</b>	<b>2,261,266.5</b>	<b>218,149.6</b>	<b>6,354,971.6</b>	<b>531,436.6</b>	<b>2,738,456.9</b>	<b>160,133.1</b>

## Risk management

As part of its strategy to ensure better management of risks and opportunities for FCC operations, work is currently being done on a business-wide level and an area level on an individualised risk map.

Once the risks have been identified, each will be subject to a detailed assessment, whereupon existing control mechanisms and tools to be developed that can adequately manage those risks be evaluated.

### Risk map





As mentioned earlier, FCC considers the battle against climate change to be a strategic focus and, in view of this, has made a special effort to identify the risks and opportunities associated with the new scenarios that emerge in relation to climate change. In this case, risks have been classified as operational, business or financial. In the specific case of **aqualia**, the following risks have been identified:

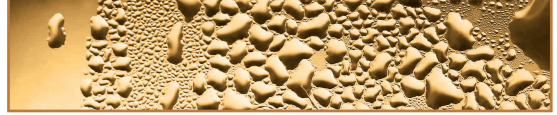
- (i) Changes associated with natural and human systems:
  - i. Hydro-hazards associated with existing infrastructure
  - ii. Reduction in the availability of fresh water
  - iii. An increase in the cost of water purification.
- (ii) Changes associated with public policy:
  - i. Increase in energy costs
  - ii. More stringent requirements in terms of degasification of waste deposits.

Of these, of particular relevance is the increase in energy costs. **aqualia**'s operations are particularly energy-intensive and, as a result, the company is highly vulnerable to movements in the price of electricity. As a result, **aqualia** is constantly conducting research on methods that would enable it to offset these effects, such as greater use of biogas from the water treatment process and other methods referred to in the "Research and development" section.



Suppliers.  
Combining efforts.





A company such as FCC, with its vast international presence and involvement in various market segments, should have a solvent chain of suppliers adapted to its needs. Therefore, appropriate management is critical in order for FCC to be able to conduct its activities in an efficient manner.

In recent years, and in particular since 2008, FCC has been reinforcing its procurement in order to take advantage of existing opportunities for greater coordination, integration and collaboration. The focus of measures implemented has been on ensuring greater efficiency in its procurement function and reinforcing information systems and activities designed to mitigate operational, environmental and reputational risk on the supplier chain.

**aqualia**'s criteria and rules for hiring suppliers and contractors are in accordance with the standard established by FCC for all of its subsidiaries. Furthermore, it has a catalogue of relevant suppliers that it requires to meet certain standards. At present, **aqualia** has more than 800 suppliers for its different divisions that give preference to domestic suppliers.

However, the relationship with suppliers is not defined only in terms of economic efficiency. The programs included in the FCC Master Plan have the objective of promoting and reinforcing good governance within the organisation, integrity, transparency and knowledge of, and compliance with, the Code of Ethics. This not only applies to FCC personnel, but also to personnel of its suppliers.

All contracts signed by FCC and its subsidiaries include a clause informing contractors and suppliers of the existence of the Code of Ethics, as well as where they can find said code. Thus, FCC and its subsidiaries call on their suppliers to ensure that their employees meet the obligations imposed by employment, social security and workplace risk prevention regulations and to sign up to the Code of Ethics of the Group. In addition, in their dealings with **aqualia** they promise to abide by the ten principles of the Global Compact of the United Nations, to which FCC is a signatory. The Master Plan also sets out a program to ensure compliance with said principles among the main suppliers of the Group.

## Health and safety

In the area of health and safety, initiatives implemented by **aqualia** are not limited in scope to its own employees. Due to the activity of the diverse areas of the company, it is also interested in the well-being of its suppliers and contractors. **aqualia** has 'Basic Regulations for Risk Prevention in Construction' that are given to all subcontractors that will assist in the project, as well as a copy of the health and safety plan for the project.

All subcontractors must also ensure that employees who participate in the project have the training required.

To conclude, training presentations are occasionally given at project sites on activities that, in the opinion of the team, are of special significance to the safety conditions of the project.


€517,109,000 - payments made to suppliers.

+800 suppliers.

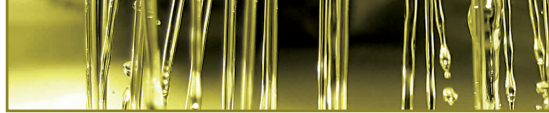


Workplace risk prevention certificate.





Society.  
Committed to the future.



**aqualia** is an active member of the companies in which it has a presence. The social environment in which it operates constitutes an important area of relations for the future of its business, and **aqualia** sees it as a forum for exchange and collaboration that goes beyond the service it provides.

**aqualia** carries out its social actions in very diverse areas, with water a key element that is common to many of its activities. The company supports initiatives in education, culture and sport; collaborates with universities and participates in public and private projects of great social importance. Nevertheless, it also acts in the interests of residents and customers in towns where it operates, helping them with their initiatives.

## Involvement in social progress



**aqualia** embraces its role as corporate citizen, and as a company dedicated to integrated water management seeks to have an impact on matters of interest to the community, thus contributing to social progress. To this end, it plays a role in institutions and initiatives that deal with aspects of greatest interest to the social and environmental component of water management. Details of this collaboration are provided below.

**Fundación OPTI** (Observatory for Industrial Technology Foresight) is conducting a prospective study on the environment and public services commissioned by the Spanish Foundation for Science and Technology (FECYT) and for the development of the Spanish Observatory for Innovation and Knowledge. **aqualia** is participating in this project, whose purpose it is to define the reference framework on the current situation in terms of water and waste management and to identify the main trends of the future.

Other participants in this pioneering and innovative study are Coslada City Council, Madrid City Council, the Catalan Waste Agency, the Universidad de Salamanca, Valora Consultores, INTECSA-INARSA, Ambinor Consultoría y Proyectos and Tecnoma.



Lecture at the Segovia youth centre for French students on the whole water cycle.



Lecture to students from Calella.



Lecture at the Segovia youth centre for French students on the whole water cycle.





**aqualia** is also on the board and scientific advisory board of **IMDEA Agua**. The objective of this foundation, which is an initiative of the autonomous region of Madrid, is to promote research and innovation in the water sector. As part of its activities, knowledge derived from experiments, law, social sciences and engineering is brought together in order to bring about the multidisciplinary approach required in order to manage water in the 21st century. As one of its main missions, special mentioned should be made of the training of scientists and professionals via the organisation of, and collaboration in, PhD, Masters and various other courses.

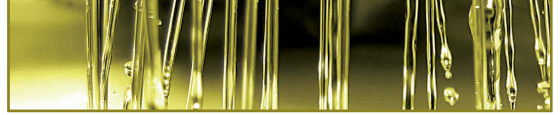
ALIANZA  
POR  
EL AGUA



**Alianza por el Agua** ("the Water Alliance") is an initiative created to promote the right to water and sanitation of the population in Central America within the framework of the Millennium Development Goals. In Central America, one-third of the population does not have access to potable water. Alianza por el Agua aims to help provide access to water that is sufficient in terms of quality and quantity to guarantee an adequate standard of living, as well as basic sanitation services that improve the health of the population and result in a more sustainable environment.

The alliance is achieving these aims by financing and promoting the financing of development cooperation projects, holding training workshops and specialist meetings on various aspects of water resources management, encouraging behaviours that reduce water use and publishing manuals and other texts that focus on managing water and water consumption.

The alliance brings together public administrations, water supply companies, opinion and research centres and social and citizens' bodies, both in Spain and Central America, in order to achieve this objective. In 2010, aqualia was the only private company involved in this initiative.



Also involved in access to water in Latin America is the **Fondo de Cooperación para Agua y Saneamiento** (Cooperation Fund for Water and Sanitation). aqualia is a member of the advisory board of this fund, which seeks to help member countries of Spanish Cooperation in Latin America in their progress toward achieving Goal 3 of Objective 7 of the Millennium: to halve the proportion of the population without sustainable access to potable water and basic sanitation by 2015. To this end, the fund finances projects aimed at guaranteeing access to potable water and basic sanitation services, promote integrated water management, strengthen governance in the water sector and provide a boost to the construction of sustainable water supply and treatment systems.

It should also be pointed out that **aqualia** is not only on the advisory council, but is also the only water management company in the working group created to promote the work of the Fund.

## Involvement in academia

**aqualia** is a regular collaborator with universities and business schools as part of its commitment to internal training and R&D&i, and with a view to helping create knowledge on the integrated management of the water cycle.

In Spain in 2010, these ties to universities took the form of initiatives such as collaboration with the Universidad Autónoma de Madrid and the Universidad Rey Juan Carlos, the Program for Territorial Development and Water Management in the autonomous region of Madrid and the publication of 'Engineering and Water Management Through Time' with ITA, a research group at the Universidad Politécnica de Valencia whose R&D&i efforts focus on engineering and urban water management issues.

Also in 2010, the book 'Climate change in Spain and its Consequences for the Water Sector', a publication by **aqualia** and the Universidad Rey Juan Carlos (URJC) de Madrid, was presented to the media at the Vélez-Málaga Town Hall. The text contains excellent works in which the various authors explain their opinion on water and how it is managed, each from the viewpoint of their own area of expertise, at a time when climate change and its effects on the water sector are the subject of debate at various forums.

An important development in 2010 was the development of relations between aqualia and business school EOI, which has resulted in **aqualia** joining the Advisory Board of the EOI Masters in Quality and Excellence in Business program in 2011. Other members of this Board include companies such as ENAC, AENOR, Novotec, Vodafone, Alstom, Orange, Enresa, Ericsson, Prysm, RTVE and Metro de Madrid. In this sense, aqualia is the only urban services company on the Board. Furthermore, under this agreement **aqualia** will be able to recruit scholars from the program and the masters' thesis department.

### **aqualia** and ITA publish "Engineering and water management over time"

'Engineering and water management over time' is a book on the history of water engineering. From a self-critical perspective, it analyses the best and worst of contributions made by engineering to water management so that we can learn from the past and, above all, to come to terms with the fact that the 21st century demands solutions that are compatible with the innumerable points of view found in a sector (that of large hydraulic projects) that has seen excessive growth in its scale over time. Future water policy will be highly complex and requires the harmonisation of all interests and points of view. The main objective of this publication is to provide evidence of this from an engineering perspective



Presentation of the book 'Climate change in Spain and its Consequences for the Water Sector' at the Vélez-Málaga Town Hall.



Participation in the summer course entitled 'Water Policy in Spain. Innovation, Development and Sustainability' at the Universidad Internacional Menéndez Pelayo in Santander.

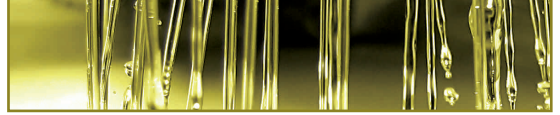
Apart from the above, the area where **aqualia**'s collaboration with academia is greatest is in R&D&i, where it has been involved in projects such as its collaboration with the Universidad de Cádiz since 2008. This initiative to treat water using algae has evolved, from a small local project at the WWTP in Arcos de la Frontera to a large project with the national support of the CENIT program and support from Europe, with the FP7 project. To find out more about this type of alliance between **aqualia** and universities in the area of R&D&i, see the section on innovation and development in chapter 2 of this report.

Outside the scope of research, **aqualia** also collaborates with universities in courses organised by the latter. In 2010, it collaborated in the '**Tools for environmental and water management and protection on the Canary Islands**' summer course offered by the Universidad de la Laguna in Adeje, Santa Cruz de Tenerife. From a multidisciplinary perspective, this course addressed the main environmental problems in the archipelago, such as the reduction in the quantity and quality of water resources available.

**aqualia** also collaborated with the Universidad Internacional Menéndez Pelayo in Santander, participating in the summer course entitled '**Water Policy in Spain: Innovation, Development and Sustainability**'. This course analysed water policy in Spain, with a special emphasis on entities competent in the area of the management of water for urban use and the Water Framework Directive, as well as the application of said directive in urban municipalities. The last component of the course was an examination of the case of Santander.



Closing session of the X Course on Design and Installation of Pipes for Transporting Water by the Universidad de Salamanca.



In 2010, **aqualia** also participated in:

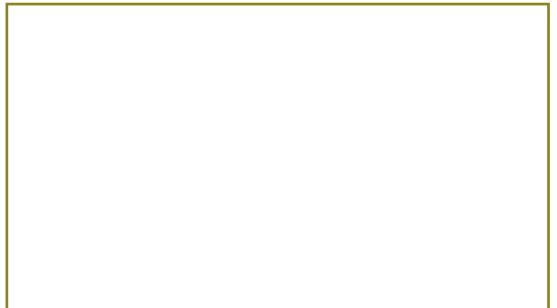
- The workshop on '**Characterisation and management of odours at waste water purification plants**' by the Universidad de Valladolid.
- The closing session of the **X Course on Design and Installation of Pipes for Transporting Water** by the Universidad de Salamanca.
- The **Egypt Workshop** by the Universidad de Castilla-La Mancha. aqualia presented its vision of the hydraulic infrastructure market in Egypt, where it is building the New Cairo water purification plant.
- The international seminar '**Sustainability, Efficiency and Equity in the Provision of Potable Water and Basic Sanitation Services in Latin America**', organised by the IberoAmerican General Secretariat, IMDEA and the Universidad Alcalá de Henares.
- The ULL summer course in Adeje, '**Tools for environmental and water management and protection on the Canary Islands**'.

Also of note is the Icarus Prize for Excellence awarded to **aqualia** by the Universidad de Almería as the company held in highest esteem by students who have done internships there in the last three years of their studies.

Meanwhile, in 2010 SmVak collaborated with the Technical University of Ostrava in the Czech Republic and Bratislava Technical University in Slovakia, where SmVak management participated in various workshops as speakers or contributors.

In the case of the Technical University of Ostrava, the technical departments of SmVaK worked closely with the hydraulics department of said university, providing advice and opinions on projects developed there. SmVaK also received advice, opinions and participation in technical and development projects. It also lent support to the university to develop areas of training related to water economics and the environment within the framework of instruction of mining. SmVak also gave out prizes to students from the hydraulics and environment department of this university for World Water Day.

Finally, it should be mentioned that **aqualia** also relies on universities to provide training to its employees. More details on these activities can be found in the section on talent management in chapter 3 of this report.



The Egypt Workshop by the Universidad de Castilla-La Mancha.



Construction work at the New Cairo's treatment plant.



**aqualia** sponsored Badajoz's Basketball Club.

## Involvement in education, culture and sport



Given the nature of its operations, **aqualia** is present in multiple territories and that it develops a unique bond with communities that receive its services. The management of a resource as important as water inspires a very close relationship with these communities, and encourages **aqualia** to be involved in the community.

In this regard, aqualia is involved in its own initiatives and cooperates with other initiatives promoted by residents and local administrations. The areas of intervention for this social action are recreation, education, culture and sport.

In total, in 2010 the company invested more than **€428,576** in activities in the community, **26%** less than in 2009.

Corporate citizenship						
	Social development	Cultural activities	Promoting sport	Assistance	Other	
ZC	€3,820	€15,500	€34,480			
ZS	€550	€55,585	€3,355			
ZE	€8,372	€9,000	€8,970			
ZN		€163,379	€25,010	€25,010		
DE	€7,599	€3,340	€7,259	€1,100		
SSCC	€68,193	€14,396				
<b>TOTAL</b>	<b>€80,162</b>	<b>€252,200</b>	<b>€70,104</b>	<b>€26,110</b>		<b>€428,576</b>
	<b>18.70 %</b>	<b>58.85%</b>	<b>16.36%</b>	<b>6.09%</b>	<b>0,00%</b>	



Involvement in the world environment day, Alcalá de Henares.

## Educational and recreational activities

**aqualia** holds lectures and events aimed at broadening public knowledge of water management and increasing awareness of the challenges associated with the use and protection of this resource. In this area, the following activities were held in 2010:

- Events to mark World Water Day at a school in Oviedo and lecture on the whole water cycle.
- Lecture at the Segovia youth centre for French students on the whole water cycle and the management of the same.
- Lectures in schools in Segovia on the whole water cycle in the urban environment.

- Lectures at schools for World Water Day.
- Lectures at a residents' association in Langreo
- Exhibit in Ávila on the 25 years of the water supply service.
- Lecture on the whole water cycle to students of CEIP Joan Perucho de Albinyana on World Water Day
- Lecture on the whole water cycle to students from Las Escoles Freta de Calella in Barcelona
- Collaboration in World Environment Day events in Alcalá de Henares.

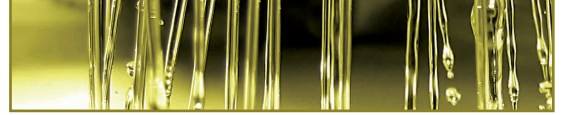
Each year, **aqualia** holds a children's drawing competition to celebrate World Water Day (22 March) in the municipalities where it is present. Children from third and fourth grade in primary schools in Spain, Italy and Portugal take part in their respective local editions of the event. In total, 30,000 drawings were received from 857 schools in Spain, Italy and Portugal. More than 300 children received prizes that included 313 scrapbooks and 10 Wii consoles; furthermore, five schools received a computer for their high levels of participation and involvement in the competition.

In 2010 **aqualia** also lent its support to the following local initiatives:

- Collaboration with the municipality of Arcos de la Frontera in the publication of an information brochure on a bird observatory
- III Mini-Tricycle Race in the city of Archidona



Collaboration with the municipality of Arcos de la Frontera in the publication of an information brochure on a bird observatory.



Visit to the facilities in Almansa.



Lecture at a school in Oviedo to mark the World Water Day.



Lectures in Segovia on the whole water cycle in the urban environment.



Lecture to students of CEIP Joan Perucho de Albinyana, Tarragona.





## Collaboration with cultural and artistic initiatives

Another way **aqualia** has contributed to the towns and municipalities where it is present has been through its involvement in, and sponsorship of, activities of cultural and artistic importance. In 2010, **aqualia** contributed to the following activities:



Involvement in "Flamenco en la plaza Alta Badajoz".

- A financial contribution to Belén Viviente de Mazagón
- Involvement in "Flamenco en la plaza Alta Badajoz"
- Prize-giving at Salamanca drawing competition
- Economic support for the agricultural workers' association of Gibraltar for the Noche Carnavalesca
- Collaboration with a music group (Murga La Traviata) made up of children and adolescents from Adeje. A social project of great importance in the municipality.



III Mini-Tricycle Race in the city of Archidona.

## Sport

Sport is synonymous with life, effort and triumph; it is also an important element in social cohesion. For these reasons, **aqualia** promotes and sponsors various sporting events. In 2010, **aqualia** lent its support to the following sports events:



Prize-giving at Salamanca drawing competition.

- The La Línea de la Concepción Salesian table football championship
- Financial support for a competitor to travel to the World Under-8s Chess Championships in Greece
- Sponsorship of the XXVII International Chess Tournament in the city of Linares
- Collaboration with II Mérida Extremadura championship trial
- Sponsorship of Badajoz Basketball Club, basic equipment
- Inauguration of Dorneda sports centre, Oleiros.
- The first **aqualia** Inter-Sports Centre Championships.
- The I **aqualia** Inter-Sports Centre Swimming Championships and day in support with an indoor cycling master class. Funds raised were allocated to the construction of a well in Mali.



El Vendrell sports centre, Tarragona.



## SmVak (Czech Republic)

In Spain, **aqualia** carries out the activities mentioned above. However, its subsidiary in the Czech Republic, SmVak, is also involved in its own social action. In 2010, SmVak was involved in the following initiatives:

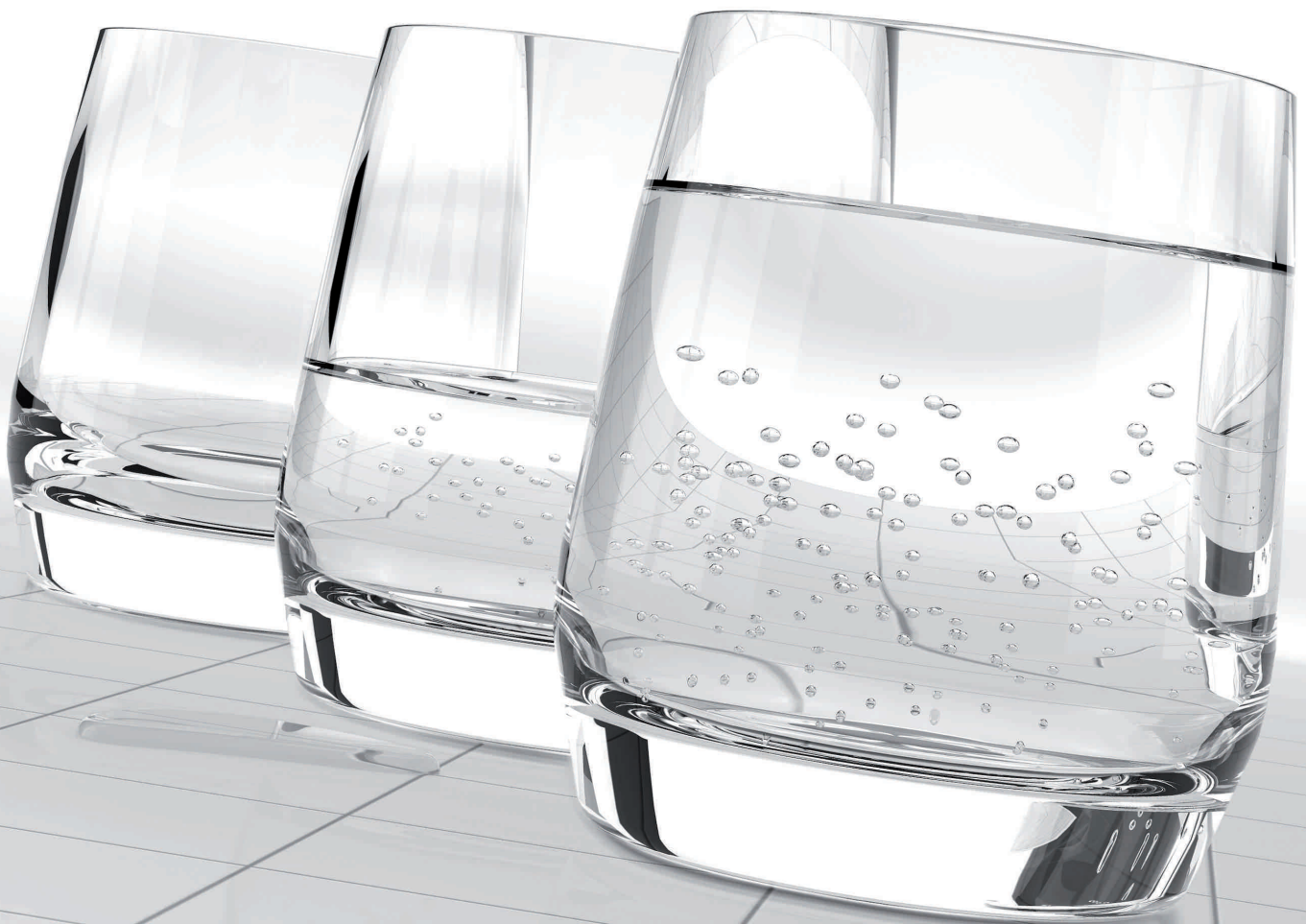
- Support for not-for-profit organisations: The Ostrava Diabetic Association, the Association for the Physically Disabled, the Paraplegic Sports Club, the Disabled Persons Centre, the Associated Organisation for the Blind and Asthenopic, SONS and Renarkon, an organisation that works with individuals with drug addictions.
- Support for cultural activities: Contribution to the organisation of events in the municipalities of Třanovice and Petrovice.
- Support for education: electrotechnical secondary school and Havířov primary school.



Nový Jičín water treatment plant, Czech Republic, managed by SmVak.



Annexes.





## Annex 1: Glossary



Water which, because of the proportion of salt it contains, is unfit for consumption and other purposes.

Water from homes, towns or industrial areas which carries dirt and debris.

Fuel resulting from the physical or chemical treatment of vegetable matter and organic waste.

Gas combining methane and carbon dioxide, resulting from the bacterial fermentation of organic waste, and which can be used as a fuel.

Organic matter originating from a spontaneous or induced biological process and which can be used as a source of energy.

Customer Call Centre.

Using natural water resources for human consumption and returning it to nature in the best possible condition.

Collective treatment of organic waste from different sources and with different composition in order to benefit from complementary compositions, resulting in a more efficient process.

The development of compost, a humus obtained artificially through the biochemical decomposition of heated organic waste.

Different processes involved in the extraction, treatment and sanitary control of waste products carried by water.

Closed, hermetic and waterproof container inside which organic matter diluted in water is deposited for fermentation.

Outflows from any water flow management system.

Drinking water pumping station.

Wastewater reuse plant.

Drinking water treatment plant.

Seawater treatment facility.

waste water treatment plant.

Sludge or aqueous sediment in which sedimented or decanted solids from unrefined water are concentrated in a WTP.

**Brackish water**

**Wastewater**

**Biofuel**

**Biogas**

**Biomass**

**CCC**

**Whole Water Cycle**

**Co-digestion**

**Composting**

**Water Purification**

**Digestor**

**Effluents**

**DWPS**

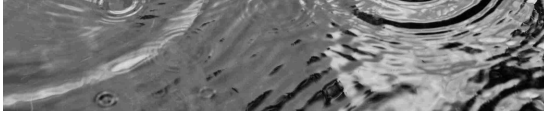
**WWRP**

**DWPP**

**STF**

**WWTP**

**Wastewater Sludge**



<b>Filtration gallery</b>	Linear, slightly cambered and shallow excavations, with an observable section at the bottom of which there is free running water.
<b>Frequency index</b>	Number of accidents at work per million of working hours.
<b>Accident index</b>	Number of accidents leading to extended sick leave per every thousand workers in the company.
<b>Seriousness index</b>	Number of workdays lost per every thousand working hours
<b>Fatality rates</b>	Frequency, incidence and seriousness indexes.
<b>SWTP</b>	Sea water treatment plant
<b>SWDP</b>	Sea water desalination plant
<b>Tube-well</b>	Well which has an inner tube and a smaller than average diameter.
<b>Water supply network</b>	System of interlinked engineering works which bring water to people's homes.
<b>Sanitation network</b>	System of structures and tubes used in towns for waste and rain water intake and transport.
<b>CSR</b>	Corporate Social Responsibility
<b>Brine</b>	Water with high salt content.
<b>TTRO</b>	Tertiary treatment by reverse osmosis
<b>Waste valorisation</b>	Any operation as a result of which waste is usefully reused by taking the place of other materials which otherwise would have been used for a specific function.



## Annex 2: Other relevant indicators

Direct economic value (€)	2008	2009	2010
Net turnover	847,883,000	872,009,000	867,967,000
Revenues from financial investments	10,994,000	14,983,000	9,837,000
Non-current assets	1,330,645,000	1,378,281,000	1,505,637,000
<b>Total</b>	<b>2,189,522,000</b>	<b>2,265,273,000</b>	<b>2,383,441,000</b>

Distributed value (€)	2008	2009	2010
Payments to suppliers	479,601,000	533,850,000	517,109,000
Staff expenditure	189,370,000	208,065,000	215,294,000
Dividends	27,931,000	42,865,000	44,409,000
Interests paid for loans	28,643,000	22,567,000	28,030,000
Company taxes	5,864,000	13,727,000	12,153,000
Other taxes	3,758,000	4,774,000	3,594,000
Donations and other investments in the community	810,000	617,000	264,000
Investments in infrastructures	63,206,000	47,743,000	50,779,000
<b>Total</b>	<b>799,183,000</b>	<b>874,208,000</b>	<b>871,632,000</b>

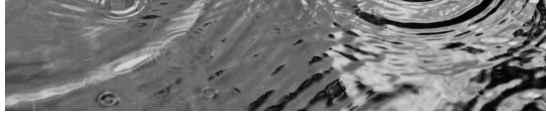
Note - the economic data of these two tables refer to all the geographic scope of **aqualia** (national and international) and also include companies in which aqualia holds a stake through the FCC Group.

Water source	2008	2009	2010
Desalination	1.1%	1.2%	1.2%
Superficial	62.4%	58.5%	56.0%
Spring	10.1%	8.2%	9.7%
Groundwater	26.4%	32.1%	33.1%

Note: information refers to **aqualia** España.

Water intake-acquisition (m <sup>3</sup> )	2008	2009*	2010*
Net water intake for purification	609,847,774	682,844,322	646,221,933
Net water acquisition for purification	135,813,401	246,193,783	238,884,415
Drinkable water bought at the source (for distribution)	202,432,171	199,058,062	198,616,117
<b>Total</b>	<b>948,093,346</b>	<b>1,128,096,167</b>	<b>1,083,722,465</b>

\* including SmVak



Drinking water quality	2008	2009*	2010*
Number of tests at production sites	384,119	597,314	446,023
Number of non-compliant tests at production sites	3,494	2,517	1,473
Percentage of non-compliance	0.91%	0.42%	0.33%
Number of tests for distributed drinking water	413,760	474,647	721,381
Number of non-compliant tests for drinking water	3,183	4,408	2,025
Percentage of non-compliance	0.77%	0.93%	0.28%

\* including SmVak

Type of contract	aqualia in Spain			aqualia infraestructuras			aqualia industrial			SmVak		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
Permanent contract	895	883	879	82	93	93	52	50	41	987	987	986
Temporary contact	404	470	589	81	132	99	8	7	5	0	0	0
Assigned staff	3,815	4,071	4,273	27	24	21	43	39	36	0	0	0
Graduates	478	590	771	86	98	103	28	27	24	148	152	159
% graduates	9.3%	10.9%	13.4%	45.3%	39.4%	48.5%	27.2%	28.1%	29.3%	15.0%	15.4%	16.1%
Total	5,114	5,424	5,741	190	249	213	103	96	82	987	987	986

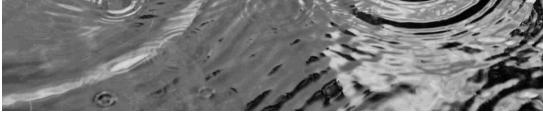
Staff turnover	aqualia in Spain			aqualia infraestructuras			aqualia industrial			SmVak		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
Women												
Total number of female employees	1,015	1,075	1,192	44	50	49	22	24	20	299	289	291
Turnover (people abandoning the staff)	73	38	35	2	5	3	3	0	1	36	5	1
Turnover rate	7.2%	3.5%	2.9%	4.5%	10.0%	6.1%	13.6%	0.0%	5.0%	12.0%	1.7%	0.3%
Men												
Total number of employees	4,098	4,350	4,549	147	199	163	81	72	62	688	698	695
Turnover (people abandoning the staff)	137	107	119	12	7	35	9	6	1	81	1	1
Turnover rate	3.3%	2.5%	2.6%	8.2%	3.5%	21.5%	11.1%	8.3%	1.6%	11.8%	0.1%	0.1%

Training hours by category and gender 2010	Training hours	# of employees	Hours / employee
Men - Category I	9,847	200.5	49.1
Men - Category II	4,254	377.2	11.3
Men - Category III	15,554	381.8	40.7
Men - Category IV	10,252	351.8	2.9
<b>Total men</b>	<b>39,907</b>	<b>4,477.6</b>	<b>8.9</b>
Women - Category I	2,779	99.2	28.0
Women - Category II	2,892	125.5	23.0
Women - Category III	4,790	660.3	7.3
Women - Category IV	1,830	328	5.6
<b>Total women</b>	<b>12,291</b>	<b>1,213</b>	<b>10.1</b>

Category I - Managers, Directors, heads of departments, heads of services and works directors.  
 Category 2 - Master's degree holders, heads of division, heads of negotiation, foremen and graduates.  
 Category 3 - Assistants and technical assistants, administrative staff and mid-level managers.  
 Category 4 - Operators and junior employees.







## **SUSTAINABLE VERIFICATION REPORT**

**VMS-Nº 020/11**

The Spanish Association for Standardisation and Certification (AENOR) has verified that the Report of the following firm:

### **AQUALIA GESTIÓN INTEGRAL DEL AGUA**

Entitled: ***CORPORATE SOCIAL RESPONSABILITY REPORT 2010***

Provides a reasonable image and a balanced view of its performance, taking into account not only the data veracity but also the general content of the report, being its application level: **A<sup>+</sup>**

Legal deposit number: M-27871-2011

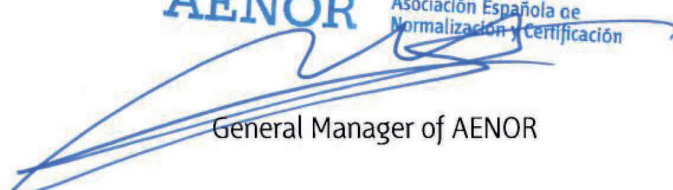
This external assurance is in accordance with the requirements of the G3.1 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 31<sup>th</sup> May, 2011 and no subsequent performances can be considered.

The present verification will be in force, unless it is cancelled or withdrawn upon AENOR's written notification and according to specific terms of the contract – application nº GRI-014/11 dated 22<sup>th</sup> February, 2011 and to the General Regulation of January 2007, which require, amongst other commitments, the permission to visit the installations by the technical services of AENOR to verify the veracity of stated data.

This declaration does not condition the decision that Global Reporting Initiative can adopt to incorporate AQUALIA GESTIÓN INTEGRAL DEL AGUA in the "GRI Reports List" which is published in its Web <http://www.globalreporting.org/GRIReports/GRIReportsList/>.

Issued on: 1<sup>st</sup> July 2011

**AENOR** Asociación Española de  
Normalización y Certificación



General Manager of AENOR



## GLOBAL REPORTING INITIATIVE TABLE OF CONTENTS

Reported

		Reported
<b>1. STRATEGY AND ANALYSIS</b>		
1.1	Statement from the most senior decision maker in the organization about the relevance of sustainability to the organization and its strategy	Totally
1.2	Description of key impacts, risks, and opportunities	Totally
<b>2. COMPANY'S PROFILE</b>		
2.1	Name of the organization	Totally
2.2	Primary brands, products, and/or services	Totally
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	Totally
2.4	Location of organization's headquarters	Totally
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Totally
2.6	Nature of ownership and legal form	Totally
2.7	Markets served	Totally
2.8	Scale of the reporting organization	Totally
2.9	Significant changes during the reporting period	Totally
2.10	Awards received in the reporting period	Totally
<b>3. REPORT PARAMETERS</b>		
3.1	Reporting period for information provided	Totally
3.2	Date of most recent previous report	
3.3	Reporting cycle	Totally
3.4	Contact point for questions regarding the report or its contents	Totally
<b>Scope of the report</b>		Totally
3.5	Process for defining report content	Totally
3.6	Boundary of the report	Totally
3.7	State any specific limitations on the scope or boundary of the report	Totally
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	Totally
3.9	Data measurement techniques and the bases of calculations	Totally
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Totally
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Totally
<b>GRI's content table</b>		
3.12	Table identifying the location of the Standard Disclosures in the report Authentication.	Totally
<b>Authentication</b>		
3.13	Policy and current practice with regard to seeking external assurance for the report	Totally
<b>4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT OF STAKEHOLDERS</b>		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Totally
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Totally
4.3	State the number of members of the highest governance body that are independent and/or non-executive members	Totally
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Totally
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance	Totally
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Totally
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics	Totally
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	Totally
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Totally
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance Commitments to external initiatives	Totally
<b>Commitments to external initiatives</b>		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Totally
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	Totally

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
Letter from the General Manager P. 4, 5, 6				
Risk management - P. 61				
P. 14				
Present at all stages of the water cycle - P. 19				
Operating structure - P. 16				
P. 93				
The value of water - P. 11				
P. 14				
The value of water - P. 12, 13				
The value of water - P. 14				
No significant changes				
<b>aqualia</b> in 2010 - P. 7, 10				
The information included in this report covers the period from January 2010 to the 31st of December 2010 September 2010, for the financial year 2009				
Annually				
P. 93				
<a href="http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf">http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf</a> . P. 1-5.				
<a href="http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf">http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf</a> . P. 1.				
The report includes all activities in Spain, unless otherwise indicated				
<a href="http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf">http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf</a> . P. 1.				
<a href="http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf">http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf</a> . P. 1-5.				
No significant re-statements of information				
No significant changes				
P. 82 - 89				
P. 80, 81				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 354, 355				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 354, 355				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 356				
As <b>aqualia</b> is part of the FCC Group, its corporate governance is the same as FCC's. See annual FCC's Corporate Social Responsibility Report. P. 25-26				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 362				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 381				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 364, 365				
As <b>aqualia</b> part of the FCC Group, its corporate governance is the same as FCC's. See annual FCC's Corporate Social Responsibility Report. P. 5				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 25, 26				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 364, 365				
As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 27-29				
R&D Improving the future - P. 21 - 24 Water sector - P. 33 Involvement in social progress - P. 66, 67, 68 Involvement in academia - P. 68, 69, 70				

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4.13	Memberships in associations and/or national entities supported by the organization	Totally	
<b>Stakeholder's participation</b>			
4.14	List of stakeholder groups engaged by the organization	Totally	
4.15	Basis for identification and selection of stakeholders with whom to engage	Totally	
4.16	Approaches to stakeholder engagement	Totally	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Totally	
<b>5. PERFORMANCE MANAGEMENT AND INDICATORS APPROACH</b>			
<b>5.1. ECONOMIC DIMENSION</b>			
Information concerning the economic management approach			
<b>Economic performance</b>			
EC1	Direct economic value generated and distributed	Totally	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Partially	
EC3	Coverage of the organization's defined benefit plan obligations	Totally	
EC4	Significant financial assistance received from government	Totally	
<b>Market presence</b>			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	Partially	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Totally	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. Indirect economic impacts	Not reported	
<b>Indirect economic impacts</b>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	Totally	
<b>5.2. ENVIRONMENTAL DIMENSION</b>			
Information concerning the economic management approach			
<b>Environmental performance</b>			
<b>Materials</b>			
EN1	Materials used by weight or volume	Not reported	
EN2	Percentage of materials used that are recycled input materials	Totally	
<b>Energy</b>			
EN3	Direct energy consumption by primary energy source	Totally	
EN4	Indirect energy consumption by primary source	Totally	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these	Partially	
<b>Water</b>			
EN8	Total water withdrawal by source	Totally	
EN9	Water sources significantly affected by withdrawal of water	Totally	
EN10	Percentage and total volume of water recycled and reused	Totally	
<b>Biodiversity</b>			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not reported	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not reported	
<b>Emissions, effluents and waste</b>			
EN16	Other relevant indirect greenhouse gas emissions by weight	Totally	
EN17	Other relevant indirect greenhouse gas emissions by weight	Totally	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Partially	
EN19	Emissions of ozone-depleting substances by weight	Not reported	
EN20	NOx, SOx, and other significant air emissions by type and weight	Not reported	
EN21	Total water discharge by quality and destination	Totally	
EN22	Total weight of waste by type and disposal method	Partially	

Additional indicators

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
R&D Improving the future - P. 21 - 24 Water sector - P. 33				
Dialogue with stakeholders - P. 27 - 30 Dialogue with stakeholders - P. 27 - 30 Dialogue with stakeholders - P. 27 - 30 Dialogue with stakeholders - P. 27 - 30				
Focus on CSR - P. 25				
The value of water - P. 11 Annex 2 - Other relevant indicators Climate change - P. 60, 61 Risk management - P. 61, 62	Quantitative estimates	Not available	<b>aqualia</b> is currently developing a risk-map which will help identify relevant risks and opportunities for the company.	
<b>aqualia</b> employees have no pension schemes. Therefore, the company has no obligation towards the employee				
Grants - €20,843,000 □ R&D - €79,000				
All employees are covered under <b>aqualia</b> 's collective agreements. These agreements include the non discrimination between men and women Suppliers - P. 64				
		Not available	Given that <b>aqualia</b> 's international presence is quite recent, it still coordinates most of its operations from Spain. As a result of this, there are no active policies to recruit local suppliers or managers. <b>aqualia</b> is working in order to develop these type of mechanisms.	2012
<b>aqualia</b> 's activities are of public domain. The core of its business is the management of public water infrastructures with the aim of improving the quality of citizen's lives. Thus, all our investments are provided for public benefit				
Environment - Reducing our environmental impact - P. 55				
	Volume of direct and not renewable materials	Does not apply	The most significant materials used are water treatment and purification reagents, which are direct and non-renewable by nature	
Given the nature of <b>aqualia</b> 's business (water management), water which has been withdrawn or bought is considered to come from a renewable source. Other types of consumption are of no relevance when compared to the total volume managed				
Climate change - P. 60, 61 Climate change - P. 60, 61				
Main R&D projects in 2010 - P. 22, 23, 24	Reductions have been achieved	Not available	<b>aqualia</b> continues its efforts in order to report this information	2012
Water quality - P. 39 <b>aqualia</b> has no water withdrawing facilities in protected areas Water quality - P. 39				
In <b>aqualia</b> España 23.056.060 m3 have been recycled, corresponding to 5% of the total volume of purified water				
		Not available	<b>aqualia</b> continues its efforts in order to report this information	2012
		Not available	<b>aqualia</b> continues its efforts in order to report this information	2012
Climate change - P. 60, 61 Climate change - P. 60, 61				
Main R&D projects in 2010 - P. 55 Climate change - P. 60, 61	Greenhouse gas emissions have been avoided	Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data.	2012
		Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data.	2012
		Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data.	2012
No significant discharges of waste water as a direct result of <b>aqualia</b> 's activities have been produced during 2010				
Waste management - P. 59	Data for waste to be disposed as composting, reuse, recycling, recovery, incineration or to be sent to the spillway	Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data.	2012

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EN23 Total number and volume of significant spills	Totally	
<b>Products and services</b>		
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Partially	
EN27 Percentage of products sold and their packaging materials that are reclaimed by category	Totally	
<b>Rule compliance</b>		
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Totally	
<b>Transport</b>		
<b>General</b>		
EN30 Total environmental protection expenditures and investments by type	Partially	
<b>5.3. SOCIAL DIMENSION</b>		
Information concerning the management of internships and working ethics		
<b>Social performance</b>		
<b>Employment</b>		
LA1 Total workforce by employment type, employment contract, and region	Totally	
LA2 Total number and rate of employee turnover by age group, gender, and region	Partially	
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Partially	
LA15 Return to work and retention rates after parental leave, by gender	Not reported	
<b>Labour/management relations</b>		
LA4 Percentage of employees covered by collective bargaining agreements	Totally	
LA5 Return to work and retention rates after parental leave, by gender	Totally	
<b>Health and safety at work</b>		
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and on occupational health and safety programs	Totally	
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	Partially	
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Totally	
LA9 Health and safety topics covered in formal agreements with trade unions	Totally	
<b>Training and education</b>		
LA10 Average hours of training per year per employee by employee category	Totally	
<b>Diversity and equal opportunities</b>		
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	Partially	
LA14 Ratio of basic salary of men to women by employee category	Totally	
<b>Human rights management</b>		
<b>Investment and supply practices</b>		
HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Totally	
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Totally	
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Totally	
<b>Non discrimination</b>		
HR4 Total number of incidents of discrimination and actions take	Totally	

■ Additional indicators

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
No significant discharges of waste water registered during 2010				
Research & Development - P. 21 - 24 Waste management - P. 59	Noise pollution	Does not apply	Facilities managed by <b>aqualia</b> do not produce a significant amount of noise.	
<b>aqualia</b> sells water, which does not include any packaging				
The total value of significant fines for 2010 is €13,000				
Expenses resulting from mud removal - €3,424,722 Security of supply - P. 41, 42				
Employees - Moving forward with our team - P. 45				
Equality and diversity - P. 47 Annex 2: Other relevant indicators - P. 78, 79	Type of contract by gender	Not available	It has not been possible to obtain this information during the production of this report.	
Annex 2: Other relevant indicators - P. 78, 79	Employee turn over by age group	Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data. <b>aqualia</b> is working in order to be able to report this information	2012
Full-time employees have at their disposal subsidized loans for essential medical expenses, purchasing a usual residence house or basic furniture, life and accident insurance plans as well as financial support for relatives with disabilities.				
		Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data. <b>aqualia</b> is working in order to be able to report this information	2013
We are following the the guidelines set by our parent company FCC, and 100% of our employees are covered by collective bargaining agreements. As <b>aqualia</b> is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 70				
Health and safety at work - P. 52, 53				
Health and safety at work - P. 52, 53 National regulations comply with ILO's requirements in terms of the recording and notification of occupational accidents and diseases	Breakdown of independent contractors Gender Breakdown	Not available	<b>aqualia</b> does not provide a breakdown for contractors. This information is included in the report. Moreover, with the current information management systems it is not possible for <b>aqualia</b> to obtain reliable gender data.	2012
Information is reported at Grupo FCC level, so it is not possible to identify data referring to <b>aqualia</b> . See annual FCC's Corporate Social Responsibility Report. P. 70, 71				
Under the III national agreement for the sector of potable and waste water (Official Gazette 24/8/2007) a Technical Commission has been created whose mandate is to promote compliance with legal requirements and regulations on Health and safety at work in this sector, as well as the promotion of information and awareness-rising campaigns				
Training - P. 50, 51 & Annex 2: Other relevant indicators - P. 78				
Equality and diversity - P. 47 Annex 2: Other relevant indicators - P.78, 79	Breakdown by age group and minorities	Not available	With the current information management systems it is not possible for <b>aqualia</b> to obtain reliable data. <b>aqualia</b> is working in order to be able to report this information.	2012
The collective agreement which covers all employees establishes that there is no salary discrimination between men and women Suppliers -building efforts P. 73				
<b>aqualia</b> maintains the criteria and terms established by Grupo FCC for recruitment processes. See annual FCC's Corporate Social Responsibility Report - P. 34-36, 82				
<b>aqualia</b> maintains the criteria and terms established by Grupo FCC for recruitment processes. See annual FCC's Corporate Social Responsibility Report - P. 36. The protection of human rights is implied, as one of the requirements to be fulfilled for the recruitment of suppliers and subcontractors is that it has to comply with all existing regulations in force: labour, tax regulations, etc...				
In 2010, 1.764 people have been trained regarding equality, preventing sexual harassment and a code of ethics.				
No discrimination incidents have been reported during 2010 using the information systems of the company				

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Reported

<b>Free association and collective agreements</b>			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Totally	
<b>Child exploitation</b>			
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour	Totally	
<b>Forced labour</b>			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour	Totally	
<b>Assessment</b>			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	Not reported	
<b>Remediation</b>			
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms	Not reported	
Information on the management approach regarding society			
<b>Community</b>			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Not reported	
SO9	Operations with significant potential or actual negative impacts on local communities	Not reported	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	Not reported	
<b>Corruption</b>			
SO2	Percentage and total number of business units analyzed for risks related to corruption	Totally	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	Totally	
SO4	Actions taken in response to incidents of corruption	Totally	
<b>Public policy</b>			
SO5	Public policy positions and participation in public policy development and lobbying	Not reported	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	Totally	
<b>Anti-competitive behaviour</b>			
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Totally	
<b>Compliance</b>			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Totally	
Product responsibility			
<b>Customer health and safety</b>			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Totally	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Totally	
<b>Product and service labelling</b>			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Totally	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Totally	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Totally	
<b>Marketing communications</b>			
PR6	Compliance programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Totally	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising,	Totally	
<b>Customer privacy</b>			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Totally	
<b>Compliance</b>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Totally	

■ Additional indicators



Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
<b>aqualia</b> is part of the Grupo FCC, and therefore complies with all requirements to guarantee that the rights and freedoms of its employees are respected				
For the moment, the nature of <b>aqualia</b> 's business, including its international businesses, does not involve this kind of risks.				
For the moment, the nature of <b>aqualia</b> 's business, including its international businesses, does not involve this kind of risks.				
		Non - Material	Facilities managed by <b>aqualia</b> are not located in areas with a risk of violation of human rights.	
		Non - Material	Facilities managed by <b>aqualia</b> are not located in areas with a risk of violation of human rights.	
Society: Our commitment to the future - P. 65				
		Not available	<b>aqualia</b> does not have systems in place in order to measure this type of impacts	2012
		Not available	<b>aqualia</b> does not have systems in place in order to measure this type of impacts	2012
		Not available	<b>aqualia</b> does not have systems in place in order to measure this type of impacts	2012
<b>aqualia</b> is part of the Grupo FCC, and therefore engages in the practices carried out by this group. See annual FCC's Corporate Social Responsibility Report - P. 27-29				
In 2010 1,764 people (representing 31% of <b>aqualia</b> 's employees in Spain) received specific training in equality awareness, harassment prevention and ethics.				
No corruption incidents detected during 2010				
		Does not apply	Lobby or advocacy groups are forbidden in Spain. Therefore, <b>aqualia</b> is not engaged in any activities of this kind. However, it participates in business and sectoral associations which, among other things, collaborate with the public administration by voicing the opinion of their partners. Water sector - P. 33	
<b>aqualia</b> does not provide financial and in-kind contributions to political parties in any of the countries where it is established				
During 2010 <b>aqualia</b> has not been subject to any action resulting from monopoly or anti-competitive behaviour				
Monetary value of fines for non-compliance with laws and regulations - €56,000. There has been no monetary fine nor claims against the company before the arbitration board Customers: United by water- P. 35				
100% of water managed by <b>aqualia</b> is assessed in order to guarantee the quality of supplied and purified water. Water quality - P. 39, 40, 41				
The number of confirmed incidents of non-compliance with regulations concerning water for human consumption is 2.475, out of which 351 have been confirmed by SINAC, out of a total number of 569.576 tests. Moreover, 55 incidents of non compliance with voluntary commitments to which <b>aqualia</b> had committed by means of the quality assurance schemes in Almería.				
<b>aqualia</b> products and services do not require labelling Water quality - P. 39, 40, 41 Security of supply - P. 41, 42				
Non incident of non- compliance with regulations and voluntary codes have been registered during 2010 Customer satisfaction - P. 43, 44				
<b>aqualia</b> implements Grupo FCC's policies in terms of marketing communications. See annual FCC's Corporate Social Responsibility Report, P. 79				
No incidents of this type during 2010				
No complaints regarding breaches of customer privacy and losses of customer data during 2009				
Fines for non-compliance with the regulations - <b>aqualia</b> España €197,000 , <b>aqualia</b> industrial - €1,000				



## Statement GRI Application Level Check

GRI hereby states that **aqualia Gestión Integral del Agua S.A.** has presented its report “Corporate Social Responsibility Report 2010” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 29 July 2011

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



The “+” has been added to this Application Level because aqualia Gestión Integral del Agua S.A. has submitted this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance provider.

*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 4 July 2011. GRI explicitly excludes the statement being applied to any later changes to such material.





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